

FIG. 1
PRIOR ART

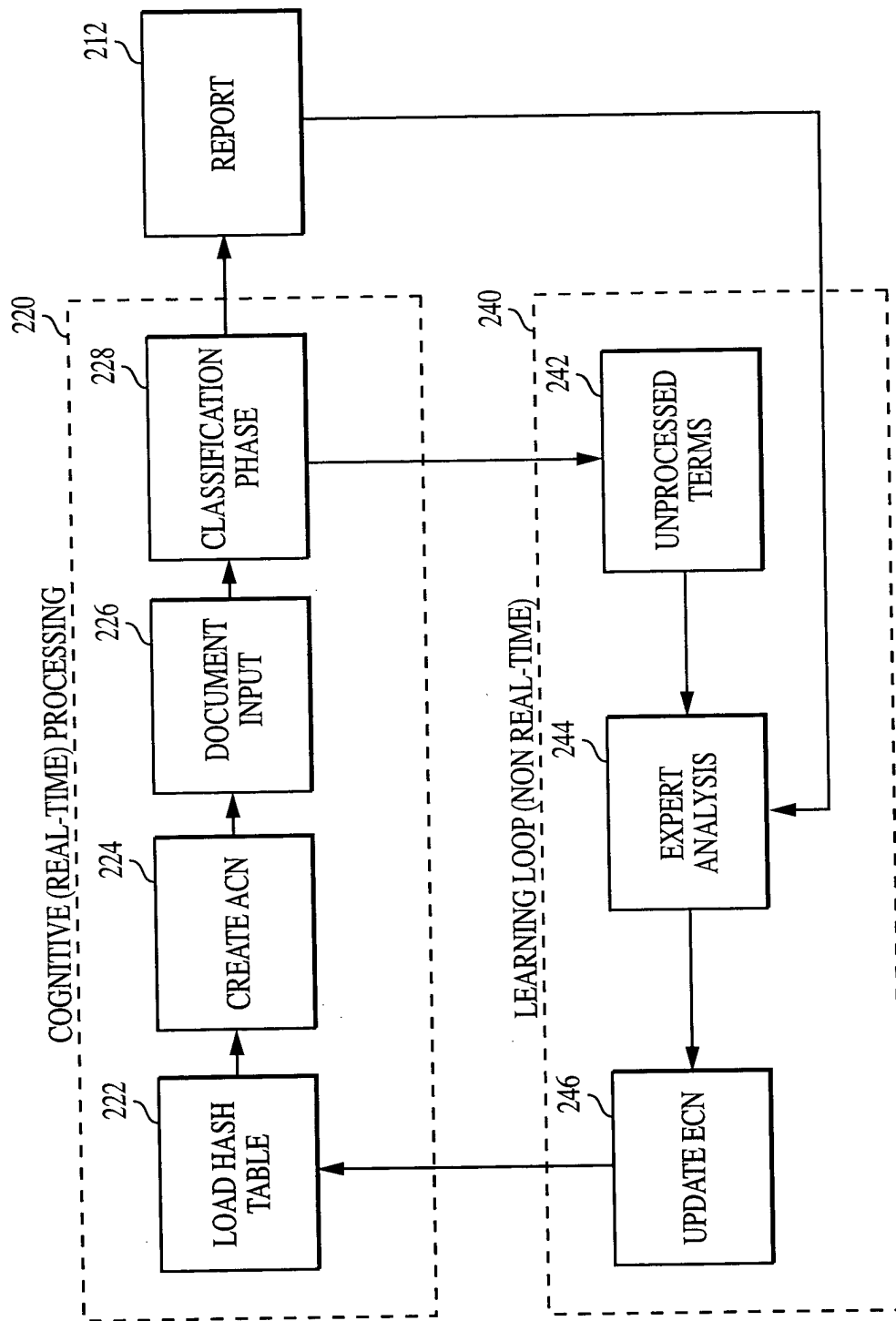


FIG. 2
PRIOR ART

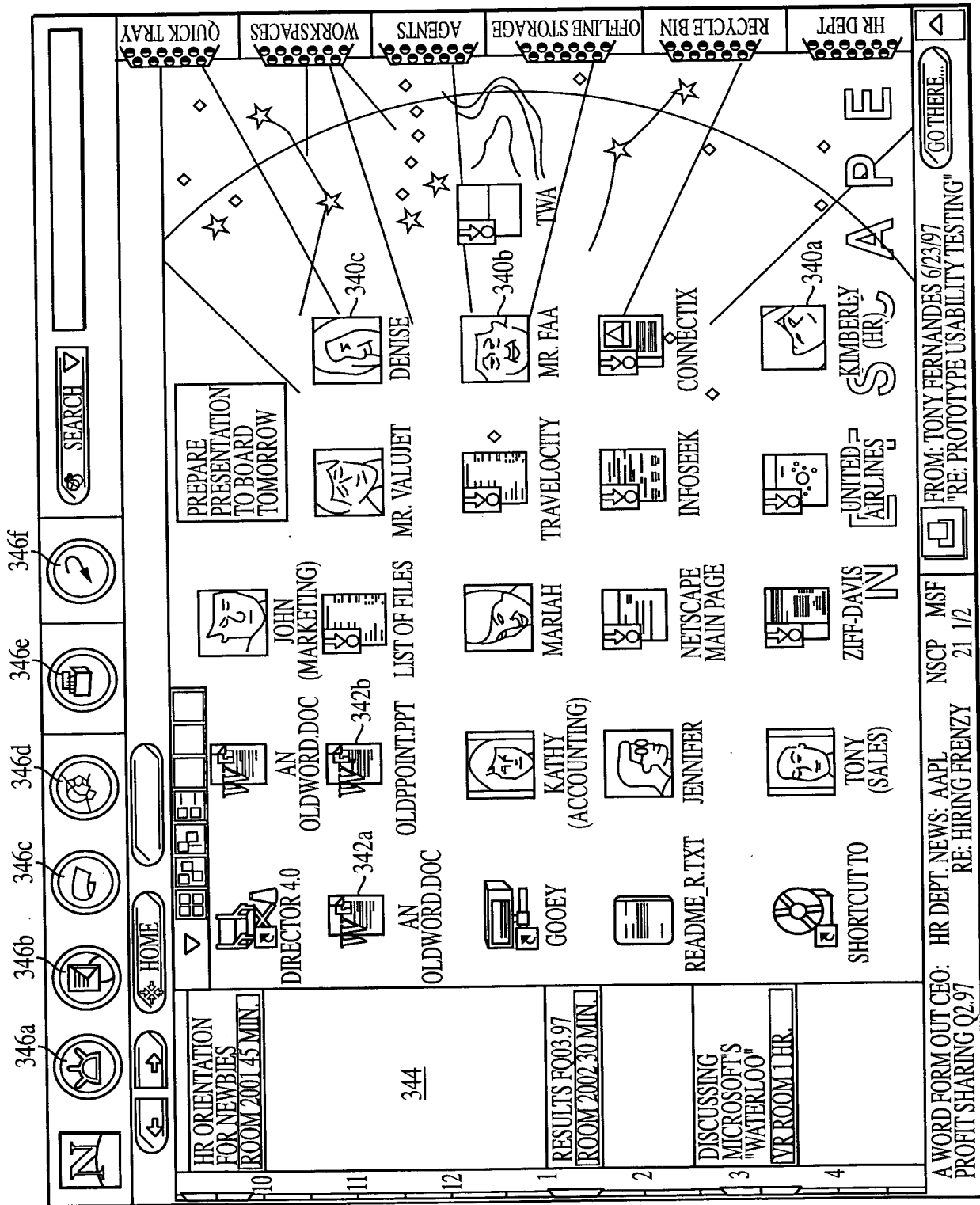


FIG. 3
PRIOR ART

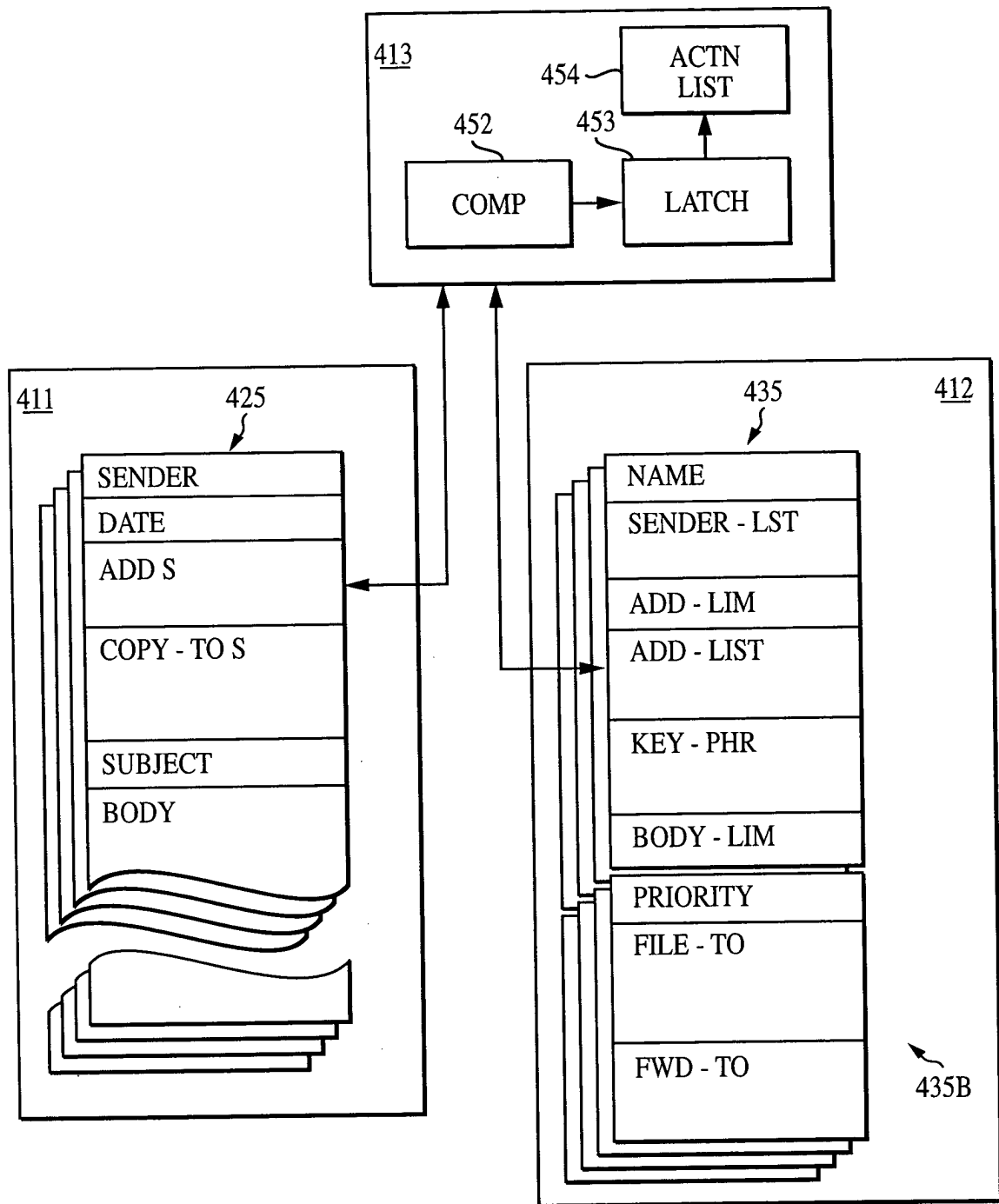


FIG. 4
PRIOR ART

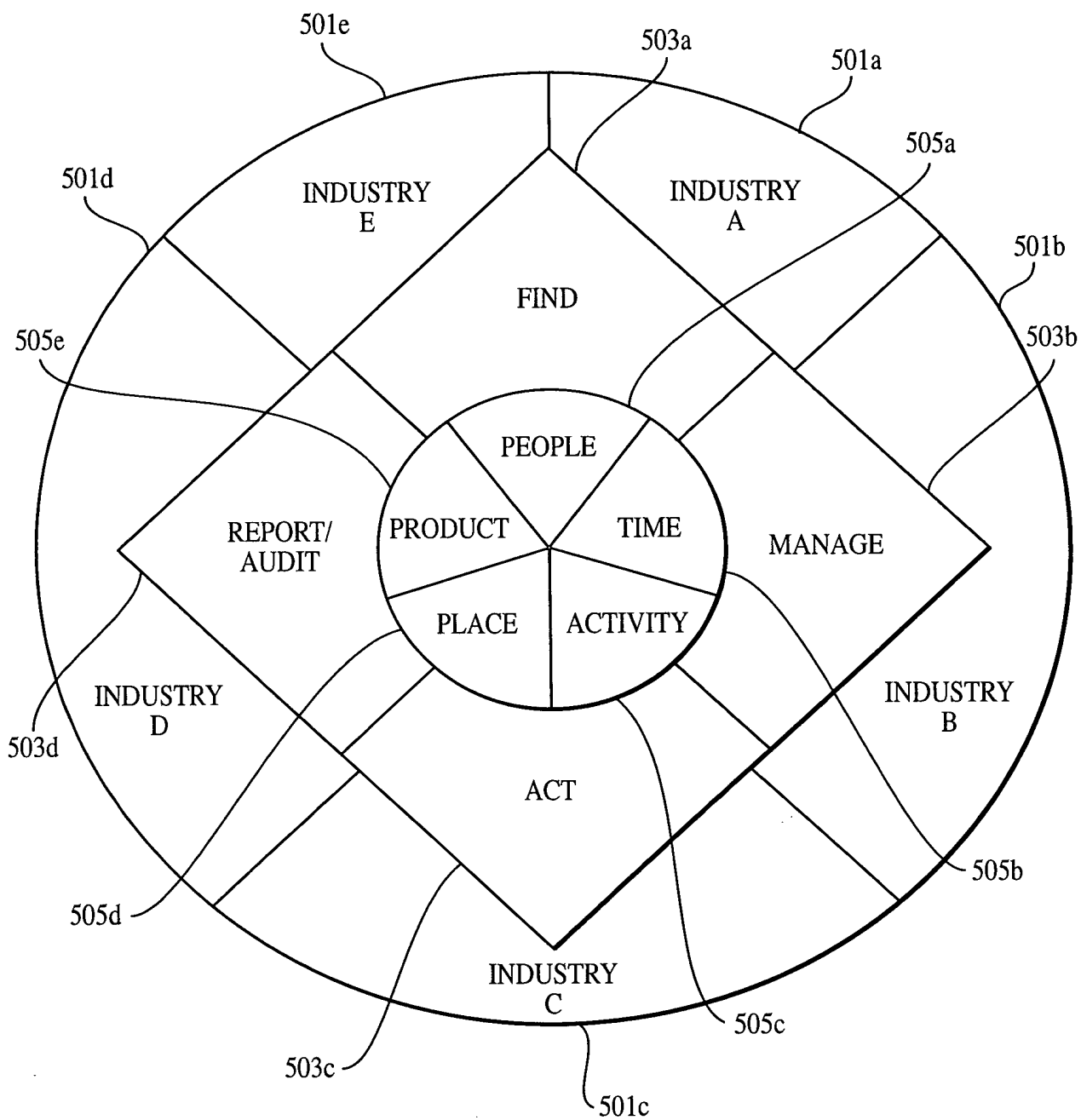


FIG. 5

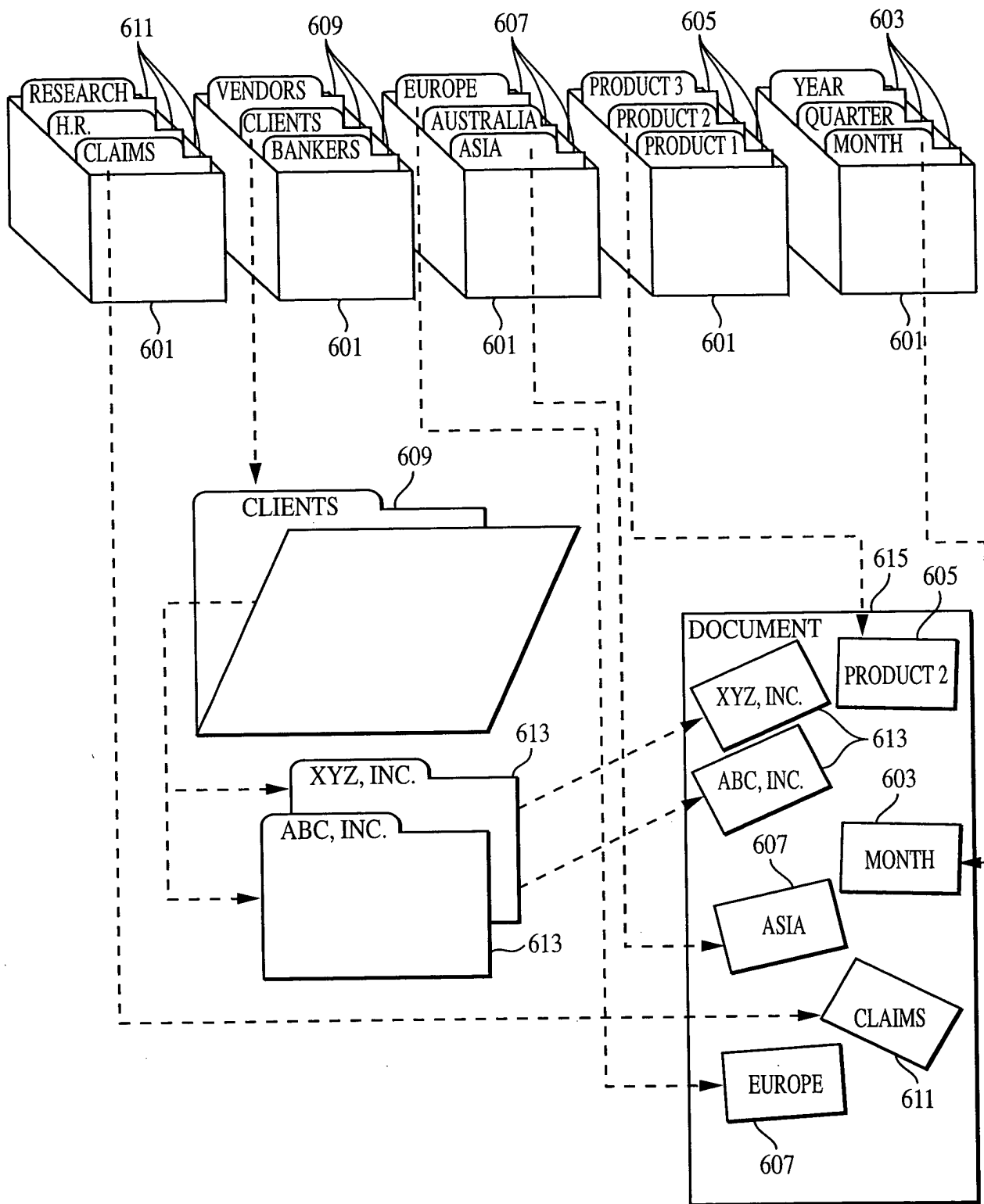


FIG. 6

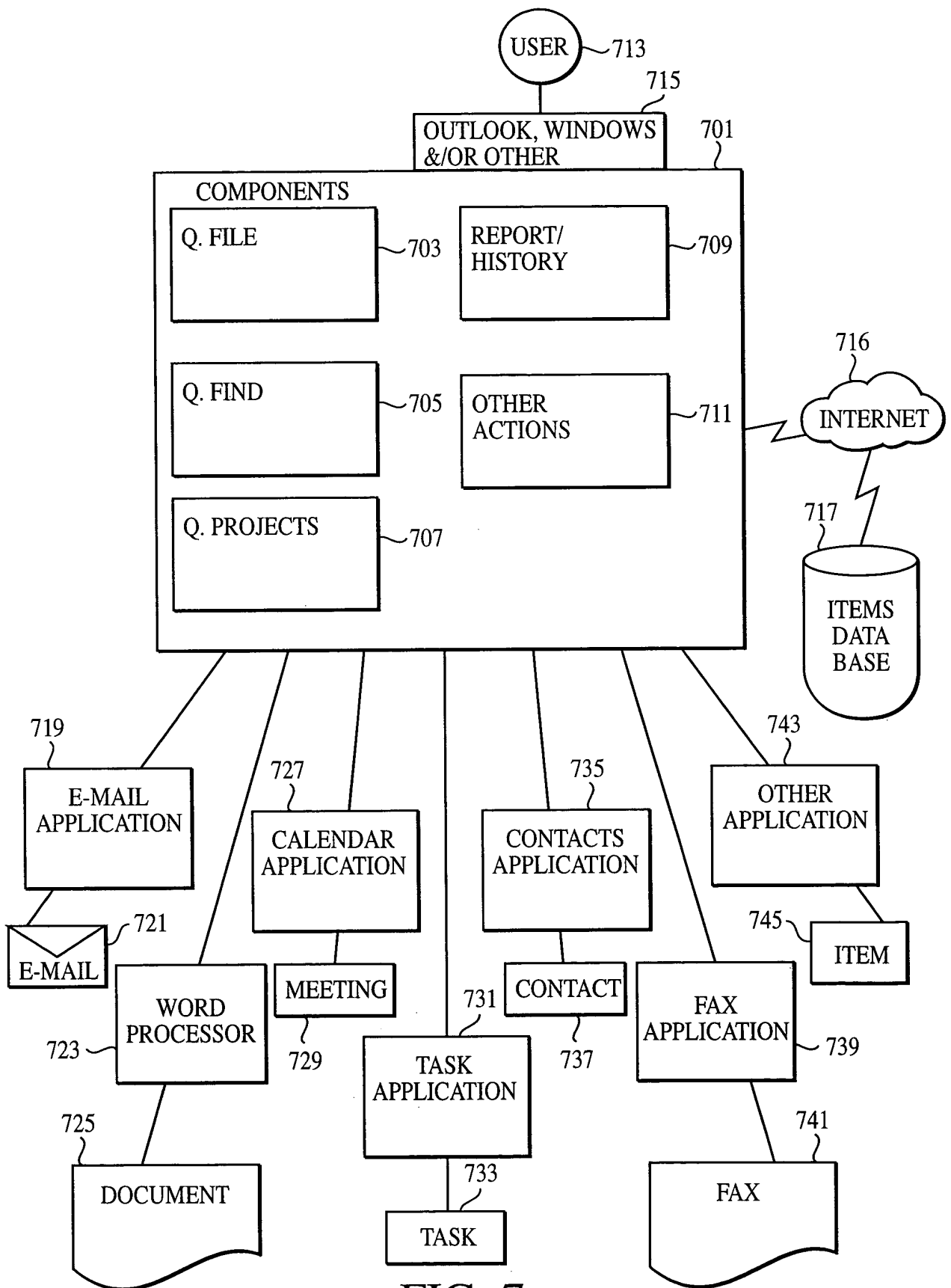


FIG. 7

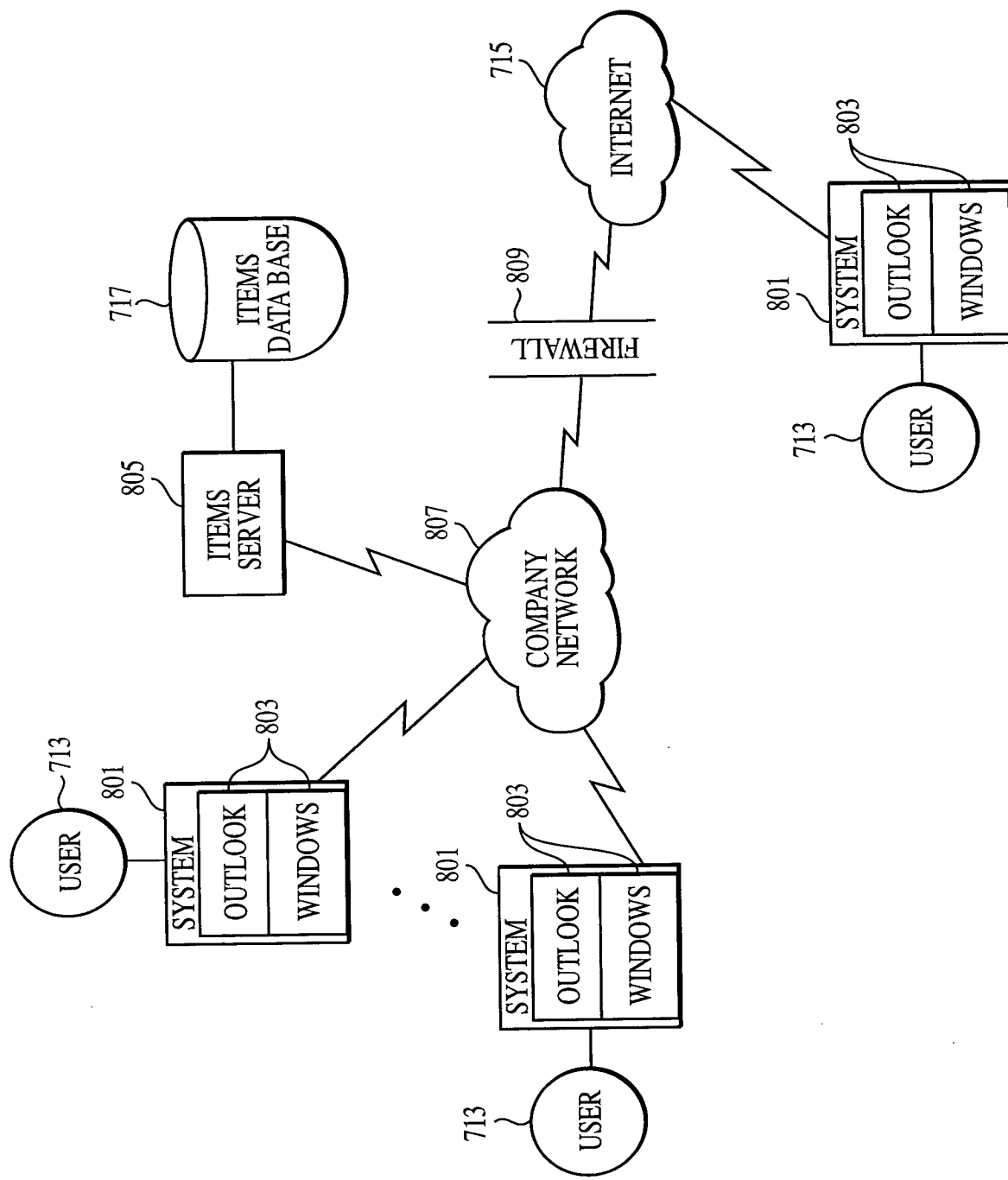


FIG. 8

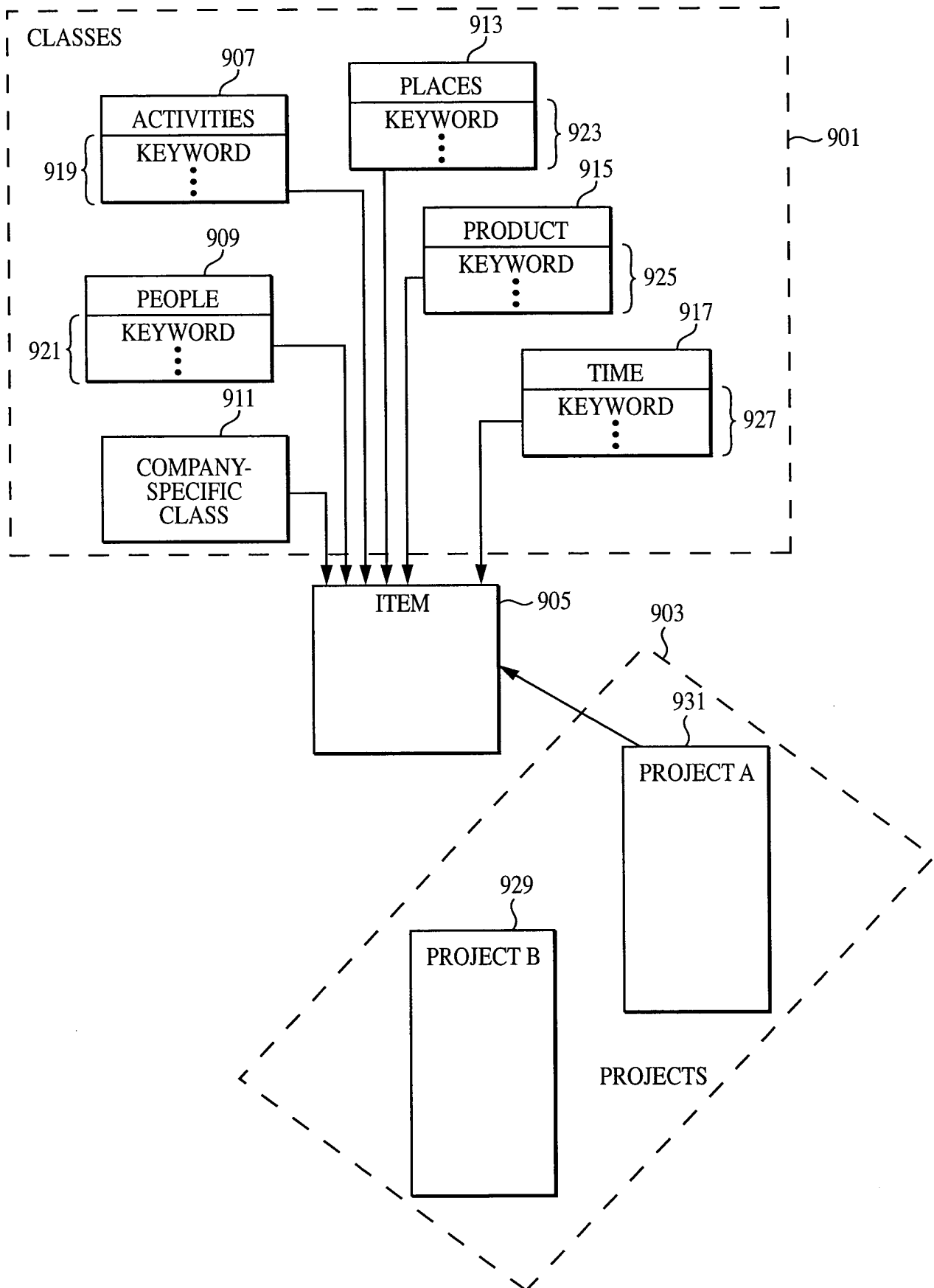


FIG. 9

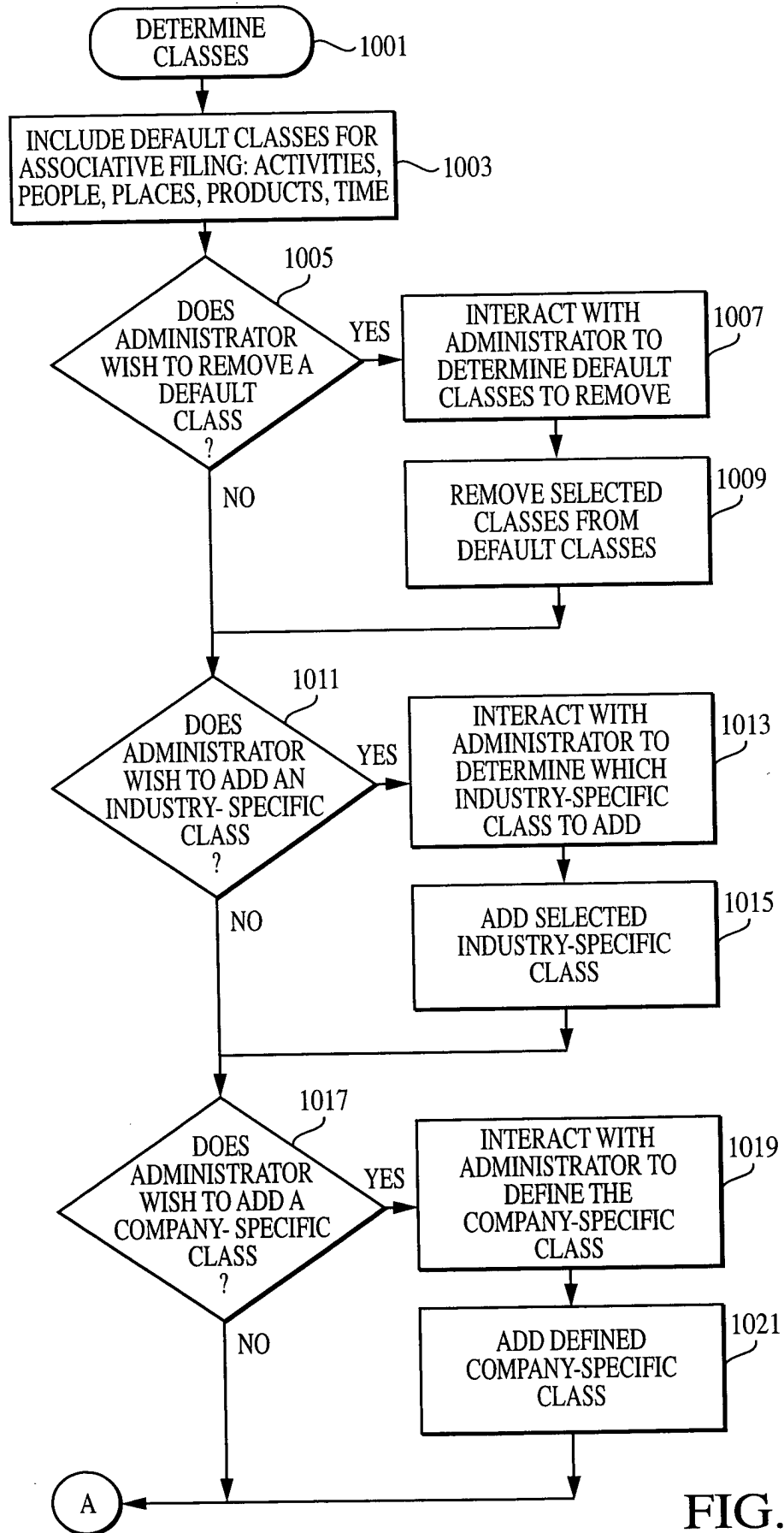


FIG. 10A

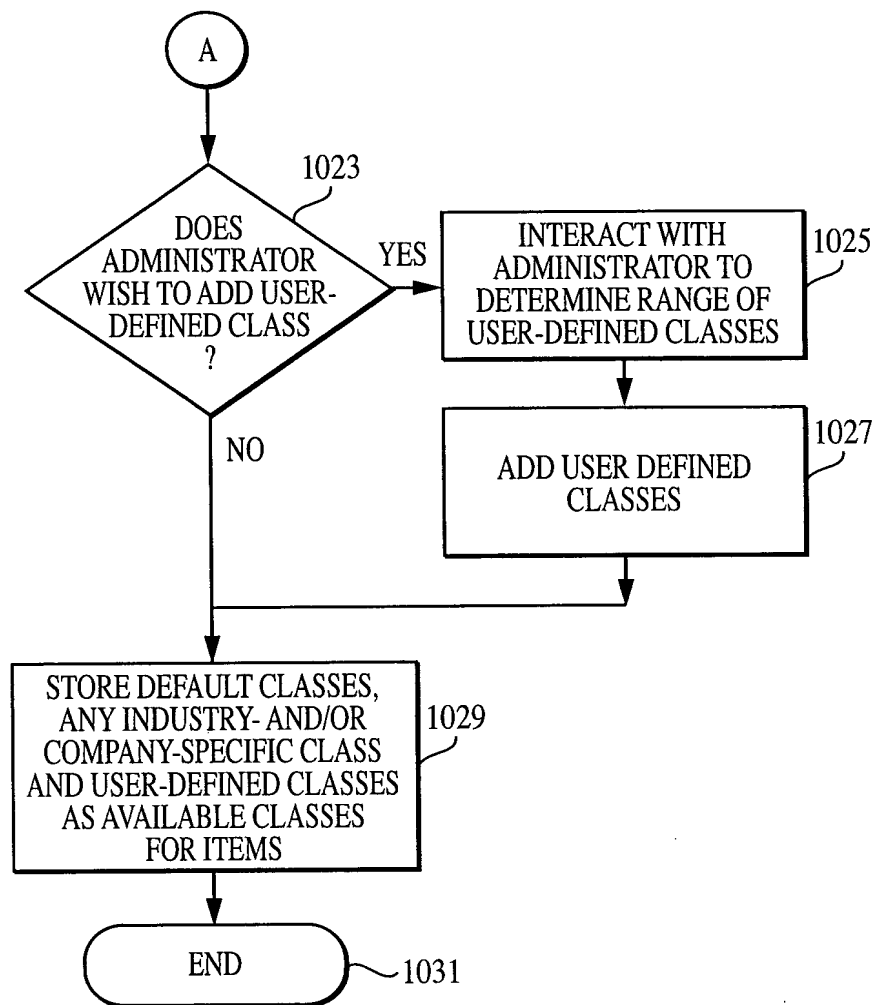


FIG. 10B

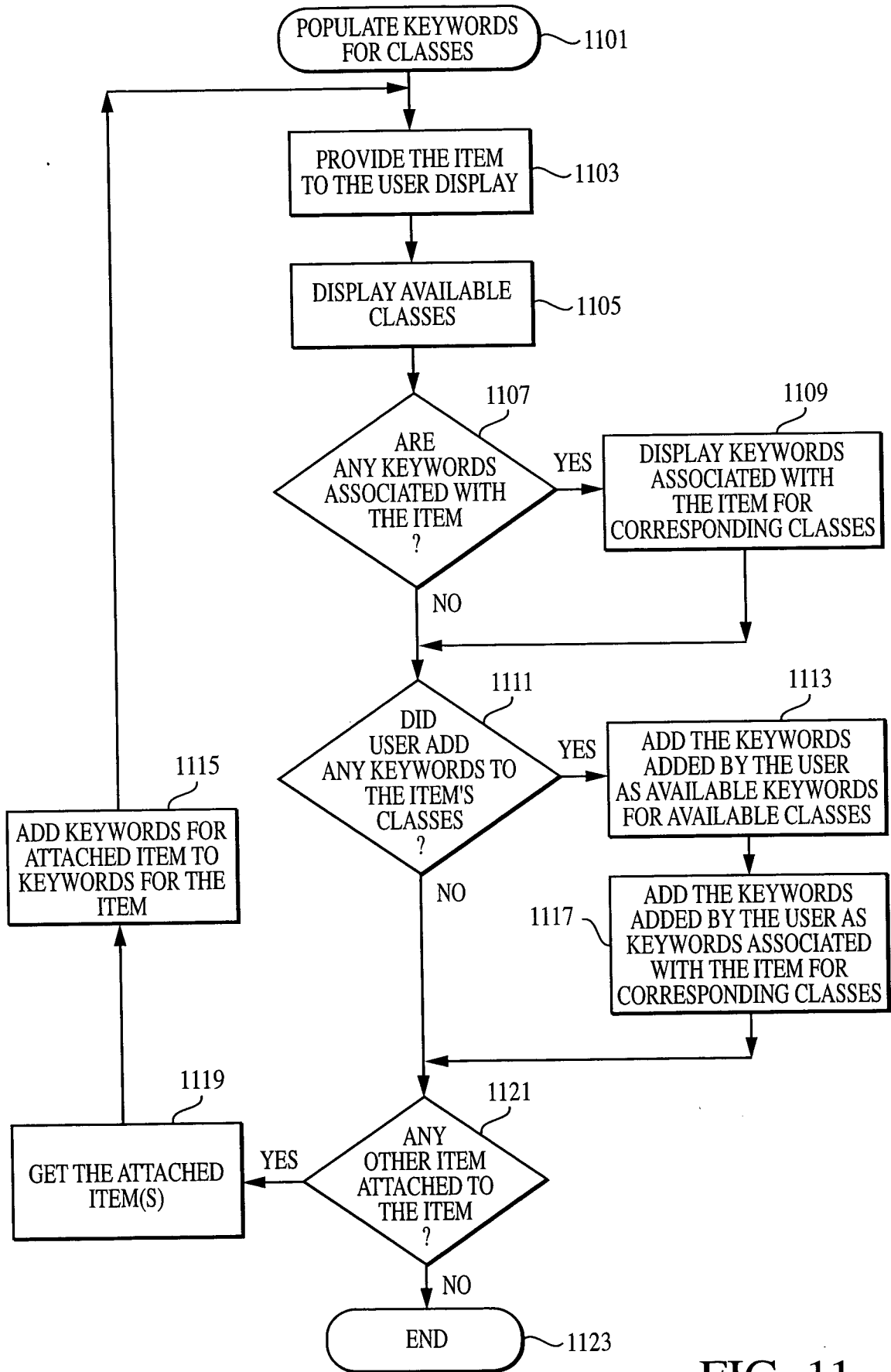


FIG. 11

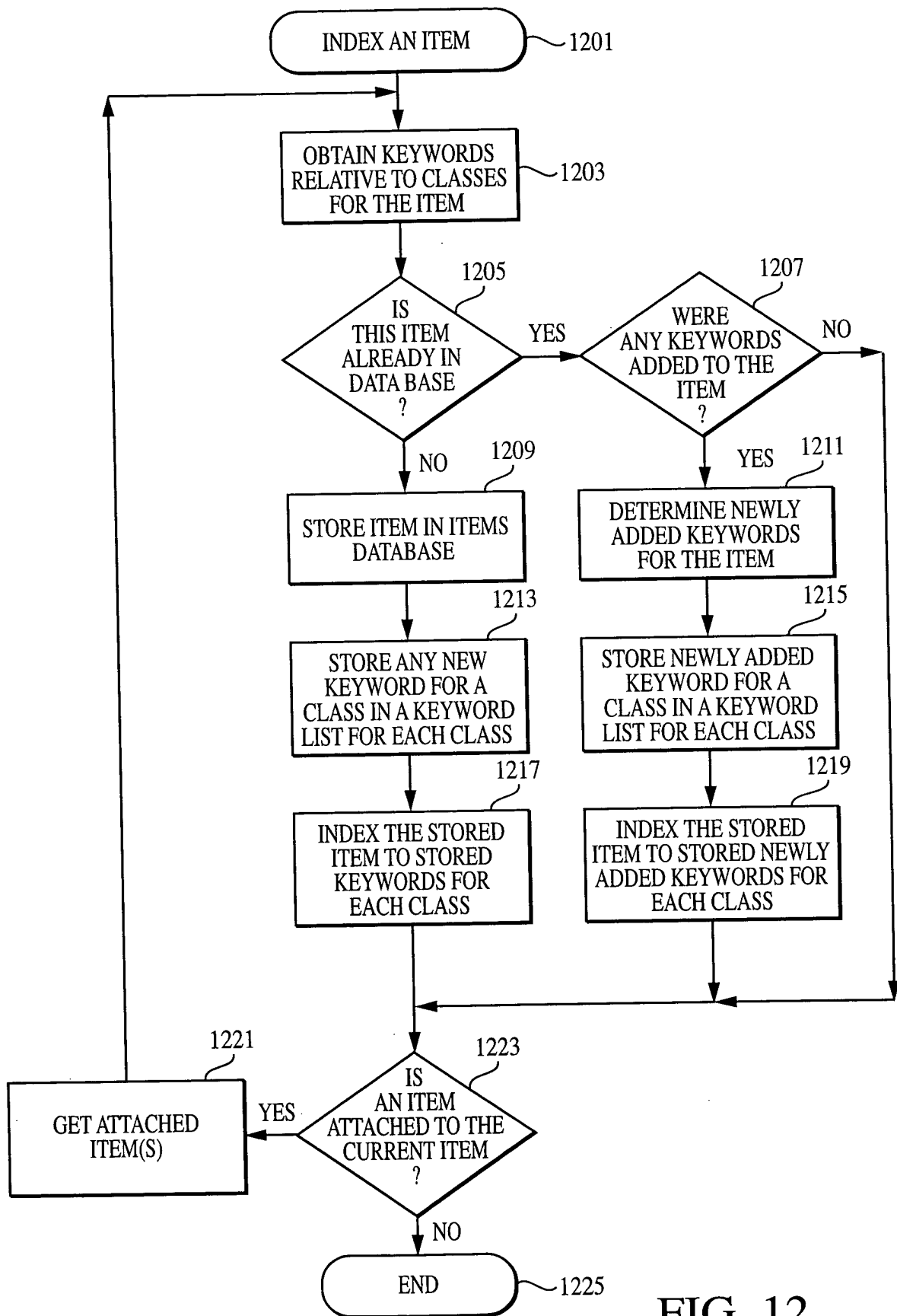


FIG. 12

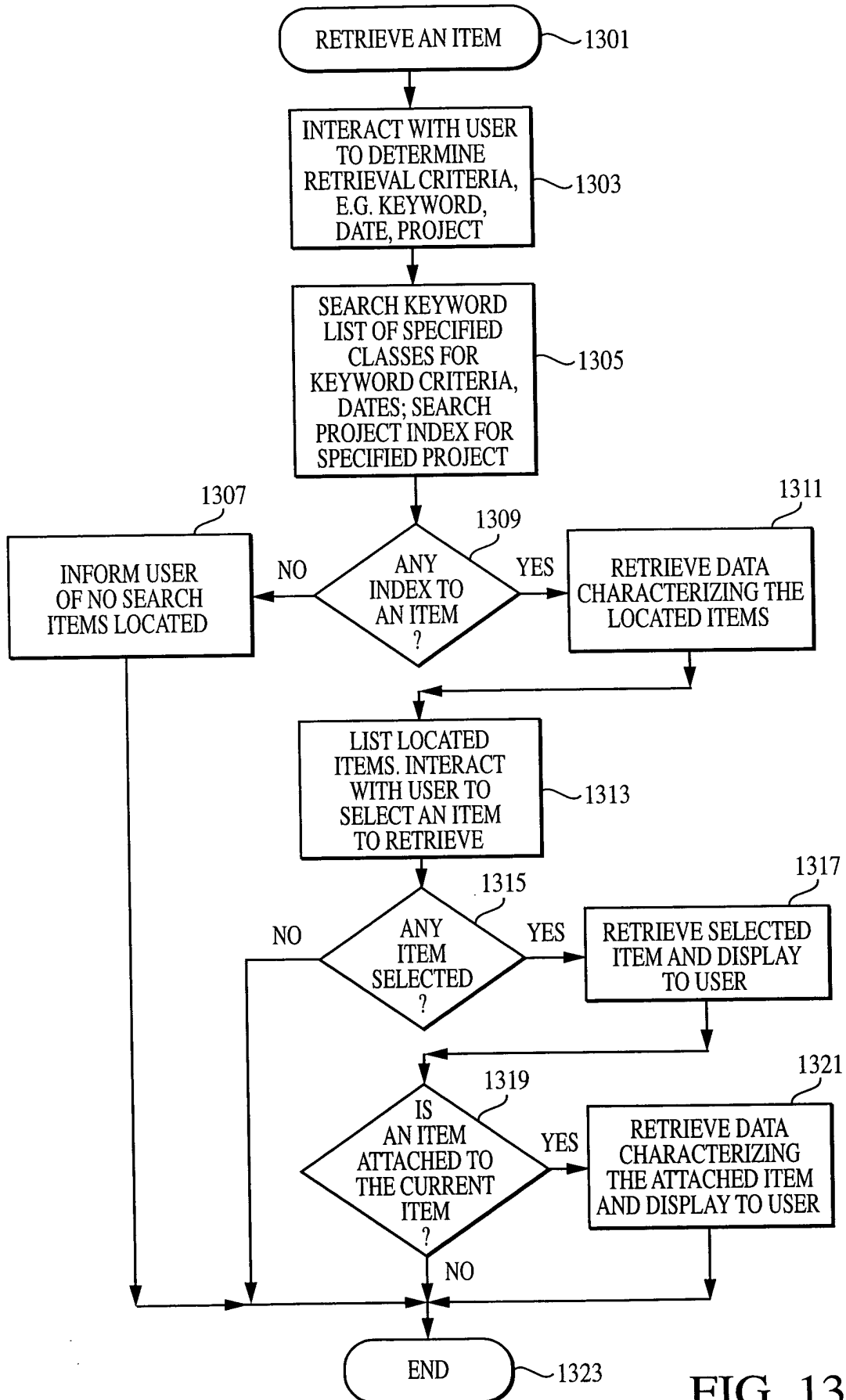


FIG. 13

AMERICAN AIR-AVIATION-XOL-JW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP 1405

1401

TYPE A QUESTION FOR HELP

1403

CREATE

SEND REQUIRED DOCUMENT

1407

1409

FORWARD PROJECT

1411

1413

1415

REQUEST APPROVAL

BEGIN GLOBAL TOOLBAR

1437

Q.KNOW HELP

1433

AMERICAN AIR-AVIATION-XOL-JW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

SAVE

1417

ID: 0000-00000-00005867

1419

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

1421

U/W YEAR: 2003

1423

PROD. TYPE: EXCESS OF LOSS

1425

COMPANY: RENRE

DIVISION: REINSURANCE

1427

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

1423

INCEPTION DATE: 10/1/2002

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

1431

DOCUMENTS

FORMS

CALENDAR

CONTACTS

TASKS

HISTORY

Q.FILE

OWNER: JOE EMPLOYEE

SHOW ME: ALL CONTACTS

EMAIL	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
	JOE EMPLOYEE	RENRE	(408) 555-7891	(408) 555-7892	(408) 555-7893	JEMPLOYEE@RENRE.COM
	SABINE POWERS	RENRE	(408) 555-1234	(408) 555-1235	(408) 555-1236	SPOWERS@RENRE.COM
	WALTER MATHERS	AON	(408) 555-2345	(408) 555-2346	(408) 555-2347	WMATHERS@AON.COM
	ADRIAN RIVERA	CHUBB	(408) 555-3456	(408) 555-3457	(408) 555-3458	ARIVERA@CHUBB.COM
	CARL SHELBY	RENRE	(408) 555-4567	(408) 555-4568	(408) 555-4569	CSHELBY@RENRE.COM
	HAL SMITH	RENRE	(408) 555-5678	(408) 555-5679	(408) 555-5671	HSMITH@RENRE.COM
	PERRY YAO	RENRE	(408) 555-6789	(408) 555-6780	(408) 555-6781	PYAO@RENRE.COM

EMAIL TEAM MEMBERS

ADD A CONTACT

EDIT TEAM MEMBERS

FIG. 14

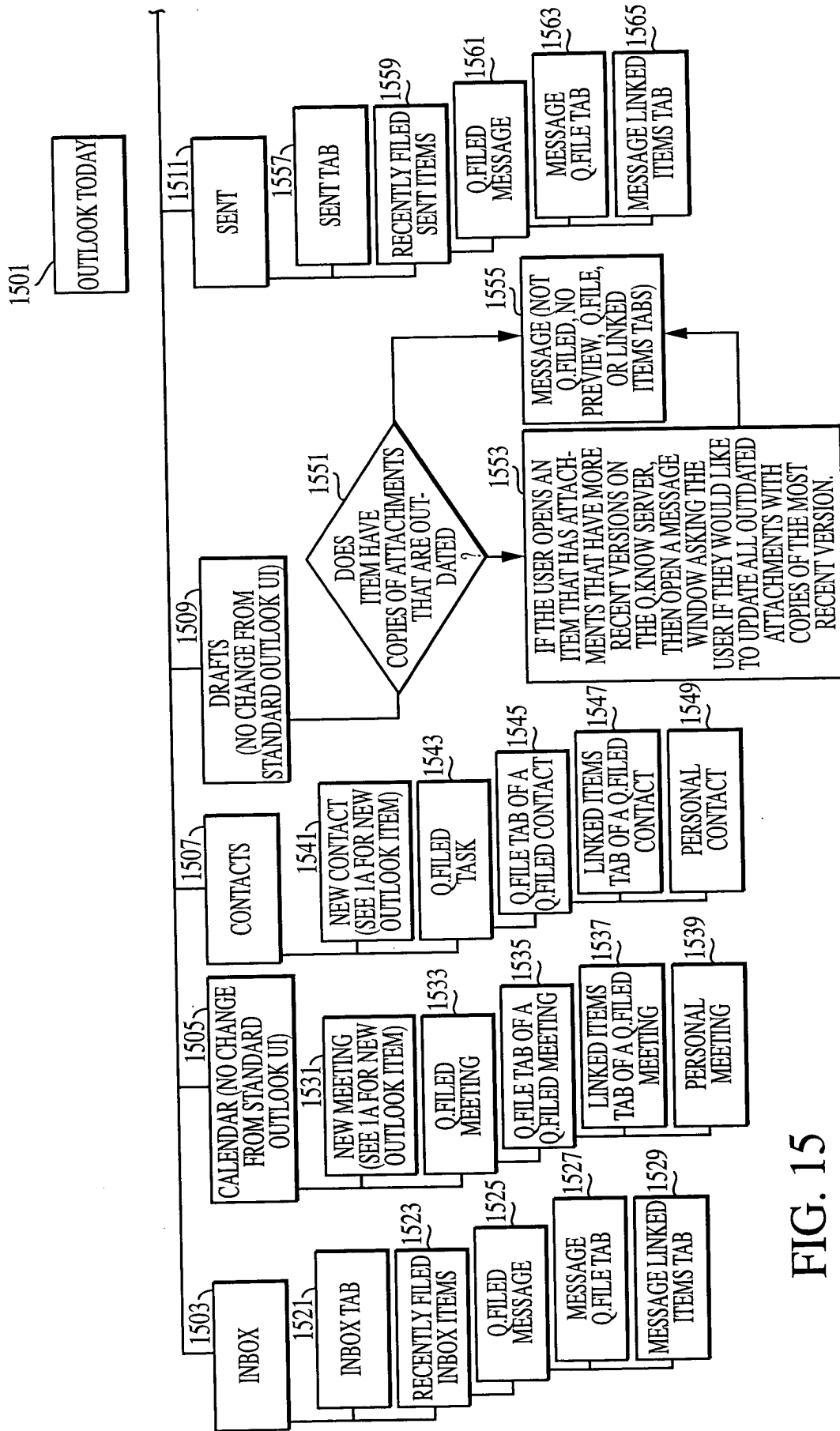


FIG. 15

FIG. 15A

FIG. 15A	FIG. 15B
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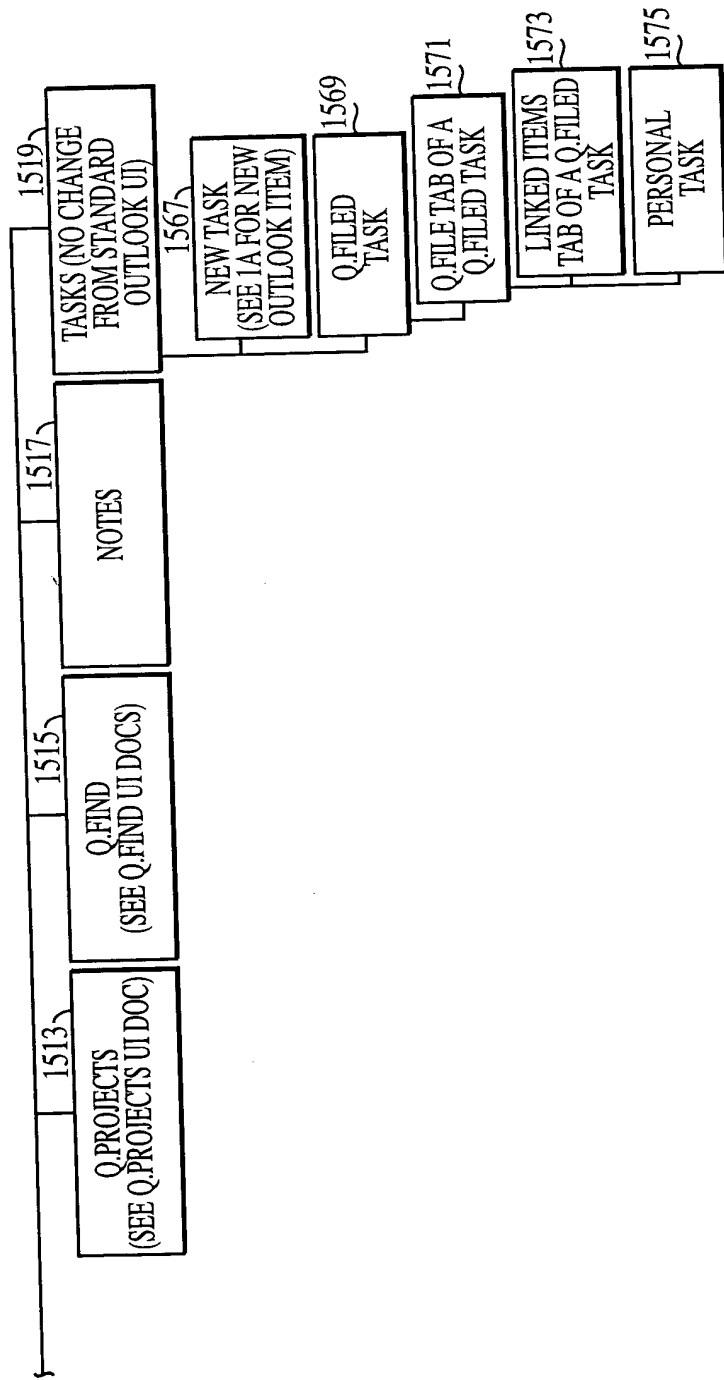


FIG. 15B

1601

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X REPLY X REPLY TO ALL X FORWARD

CREATE REQUEST ADD TO PROJECT FIND SIMILAR PROJECT ACTIONS Q KNOW HELP

BACK INBOX

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

SUBMIT PREVIEW OF

Q KNOW SHORTCUTS

OUTLOOK TODAY 1605

INBOX

Q KNOW ITEMS

Q PROJECTS 1607

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX 1611

RECENTLY Q FILED

1609a

1609b

	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+ X	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
? X	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
? X	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+ X	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+ X	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
NQ X	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
NQ X	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+ X	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
+ X	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE

PREVIEW

Q FILE DETAILS

LINKED ITEMS

FROM: SENDER NAME

TO: RECIPIENT NAME

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET, CONSECTETUER SADIPISCING TELTS

EMAIL MESSAGE, ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME

RECIPIENT, LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUSMOD TINCIDUNT UT LOAOREET DOLORE MAGNA ALQUAM ER AT VOLUTPAT.

IMAGE

SINCERELY, SENDER

DO NOT Q FILE THIS MESSAGE

SENT: FRIDAY 5/31/2002 4:45 PM

MY SHORTCUTS

OTHER SHORTCUTS

9 ITEMS

SEND/RECEIVE STATUS 0%

1615

1613

1617

FIG. 16

INBOX - MICROSOFT OUTLOOK									
TYPE A QUESTION FOR HELP [?]									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
NEW [X] REPLY [R] REPLY TO ALL [A] FORWARD [F] SEND/RECEIVE [S] FIND [F] TYPE A CONTACT TO FIND [?] Q KNOW HELP									
CREATE REQUEST ADD TO PROJECT SET REMINDER FIND SIMILAR PROJECT ACTIONS Q KNOW HELP									
ADDRESS <INSERT FILE LOCATION>									
BACK INBOX									
Q KNOW SHORTCUTS									
OUTLOOK TODAY									
INBOX									
Q KNOW ITEMS									
Q PROJECTS									
CALENDAR									
CONTACTS									
TASKS									
NOTES									
DELETED ITEMS									
MY SHORTCUTS									
OTHER SHORTCUTS									
9 ITEMS									

Q KNOW SHORTCUTS		RECENTLY Q FILED		SUBJECT		FROM		RECEIVED	SIZE	PROJECT TYPE
+ [X]	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4...		5 KB		PROJECT TYPE	1601	
? [X]	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT A...		FRI 5/31/2002 4...		10 KB		PROJECT TYPE		
? [X]	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4...		4 KB		PROJECT TYPE		
[X]	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT A...		FRI 5/31/2002 4...		5 KB		PROJECT TYPE		
+ [X]	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4...		10 KB		PROJECT TYPE	1615	
NQ [X]	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...		FRI 5/31/2002 4...		4 KB		PROJECT TYPE		
NQ [X]	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4...		5 KB		PROJECT TYPE		
+ [X]	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...		FRI 5/31/2002 4...		10 KB		PROJECT TYPE		
+ [X]	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4...		4 KB		PROJECT TYPE		

PREVIEW [Q FILE DETAILS] LINKED ITEMS		DO NOT Q FILE THIS MESSAGE	
AUTHOR: FULL NAME {1701 {1703		SIZE: 539 KB	
DATE MODIFIED: TUE, JUNE 18, 2002		CHECKED OUT BY:	
[EMAIL MESSAGE] [ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME,			
A2	B	C	D
1 NEW EMAIL	DEFAULT VIEW/PREVIEW OFF		
2 CONDITION 1: NO PROJECTS			
3 CONDITION 2: OPEN ITEM BY DOUBLE CLICKING AND USING Q FILE TAB OR RIGHT CLICK OPTION FOR Q FILE			
4 USE EXAMPLES:			
5 RECEIVE NEW EMAIL NO SYSTEM GUESSES AND TAG IT			
6 RECEIVE NEW EMAIL NO SYSTEM GUESSES AND FILE IT AS PERSONAL			
7 RECEIVE NEW EMAIL WITH SYSTEM GUESSES AND TAG IT			
8 RECEIVE NEW EMAIL WITH MULTIPLE TOPICS			
9 RECEIVE NEW EMAIL WITH SYSTEM GUESSES AND DELETE IT			
10			
11			
12			
INBOX / OUTLOOK EXTENSIONS / Q FILE /			

FIG. 17

1801

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW REPLY TO ALL FORWARD SEND/RECEIVE FIND TYPE A QUESTION FOR HELP

CREATE REQUEST ADD TO PROJECT SET REMINDER FIND SIMILAR PROJECT ACTIONS Q KNOW HELP

BACK INBOX ADDRESS INSERT FILE LOCATION GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX RECENTLY Q FILED SUBJECT

	RECEIVED	SIZE	PROJECT TYPE
+	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	10 KB	PROJECT TYPE

PREVIEW Q FILE DETAILS LINKED ITEMS

Q KNOW FILING MESSAGE

SELECT Q PROJECTS SELECT KEYWORDS SELECT KEYWORD SET ADD Q FILE LIKE

FILING SUMMARY

LINKED Q PROJECTS: Q PROJECT_NAME, 20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LEAVE A COPY OF THIS MESSAGE IN MY INBOX

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

1805

Q FILE

1809

1807

FIG. 18

2001

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q.KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX

RECENTLY Q.FILED

?

	Q	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4.4...	10 KB	PROJECT TYPE
NQ	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4.4...	5 KB	PROJECT TYPE
NQ	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4.4...	10 KB	PROJECT TYPE

DO NOT Q.FILE THIS MESSAGE

SENT FRIDAY 5/31/2002 4:20 PM

FROM: SENDER NAME

TO: SABINE POWERS

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET

☒ EMAIL, ☒ ATTACHMENT 1 NAME, ☒ ATTACHMENT 2 NAME, ☒ ATTACHMENT 3 NAME, ☒ ATTACHMENT 4 NAME,

RECIPIENT.

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUISMOD THNCIDUNT UT LOAREET DOLORE MAGNE ALQUAM ER AT VOLUTPAT.

IMAGE

SENCERELY,
SENDER

SEND/RECEIVE STATUS 0%

2005

2007

FIG. 20

INBOX - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

2105

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX

RECENTLY Q FILED

LAST 7 DAYS

DATE RANGE

FROM

SUBJECT

RECEIVED

SIZE

SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	10 KB
SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4:4...	4 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	5 KB
SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4:4...	10 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	4 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	4 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	4 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

FROM: SENDER NAME

TO: RECIPIENT NAME

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET, CONSETTETUER SADIPISCING TETR

EMAIL MESSAGE

ATTACHMENT 1 NAME

ATTACHMENT 2 NAME

ATTACHMENT 3 NAME

ATTACHMENT 4 NAME

RECIPIENT

LOREM IPSUM DOLOR SIT AMET, CONSETTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUISMOD THNCIDUNT UT LOAOREET DOLORE MAGNE ALQUAM ER AT VOLUTPAT.

IMAGE

SENCERELY, SENDER

SENT FRIDAY 5/31/2002 4:20 PM

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

FIG. 21

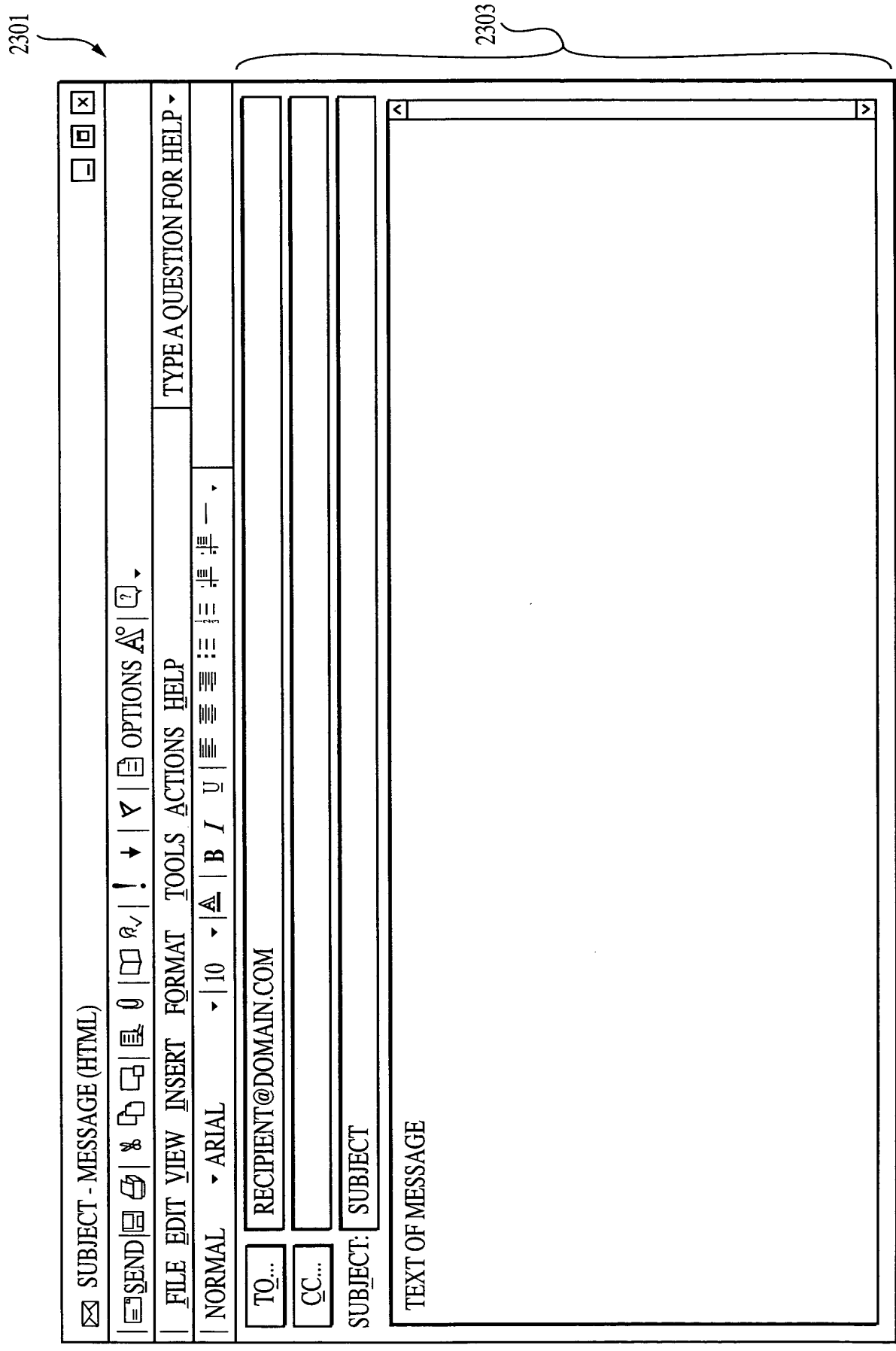


FIG. 23

Q.FILE AND SEND "SUBJECT"

SELECT THE ITEMS TO BE Q.FILED WITH THE FILING SUMMARY BELOW.

Q. ☐ 0 NAME

? ☒ 0 SUBJECT

☒ GIVE ALL ITEMS THE SAME Q.FILE INFORMATION.

PREVIEW

Q.FILE DETAILS

THIS ITEM IS FILED IN Q.KNOW

SELECT Q.PROJECTS...

SELECT KEYWORDS...

FILING SUMMARY

LINKED Q.PROJECTS: EMAIL TEST WITH ATTACHED.QPI

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.AXA

PLACES: CORPORATE LOCATIONS.EUROPE

PRODUCTS:

TIME:

Q.FILE LIKE...

ADD

SELECT Q.SET

Q.FILE & SEND

DO NOT Q.FILE

CANCEL

2405

2401

2403

FIG. 24

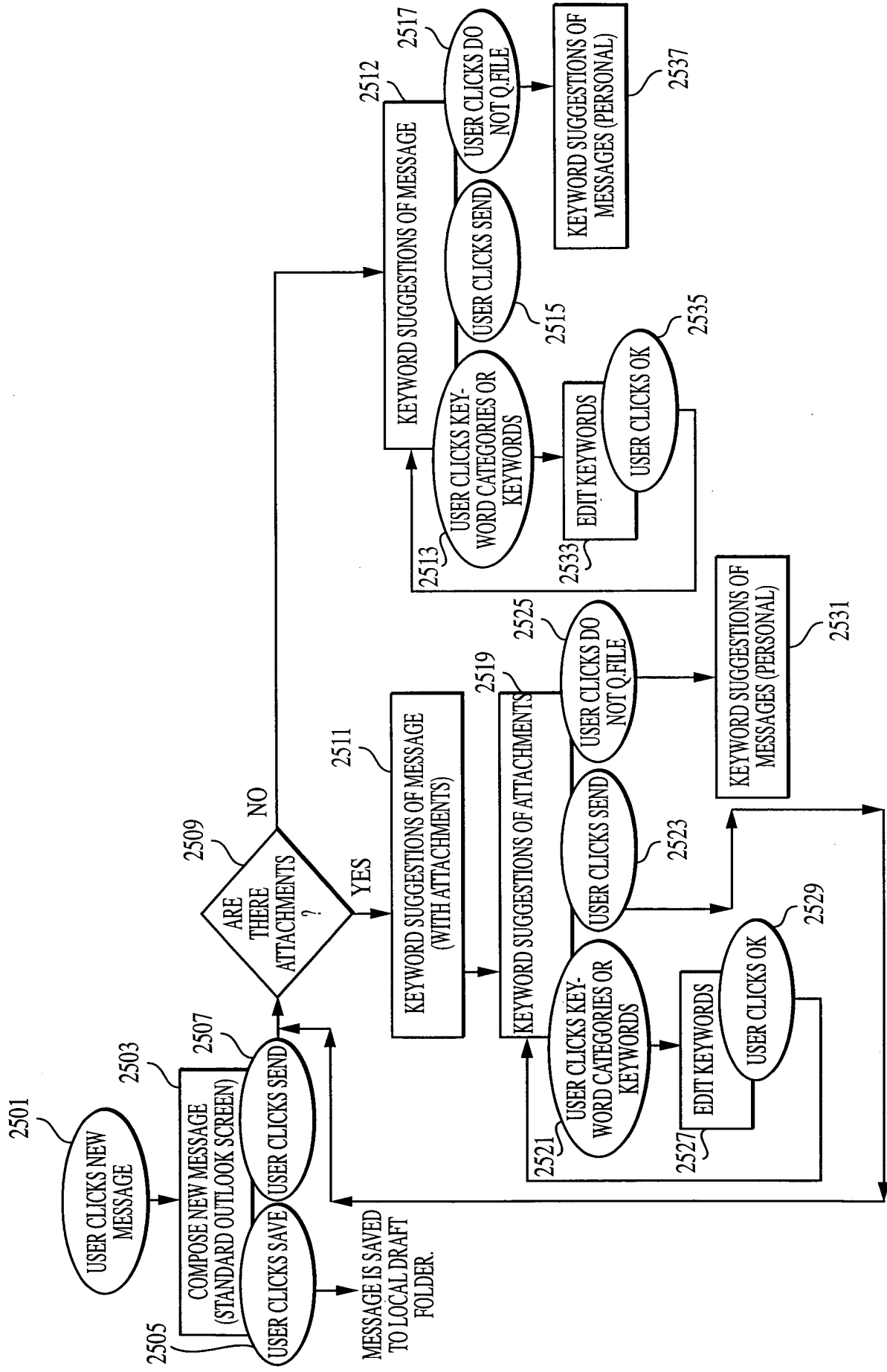


FIG. 25

2601

SEND EMAIL - <EMAIL SUBJECT>

?

✕

2603

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q.	0	NAME
Q 0	<input checked="" type="checkbox"/>	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 1
Q	<input checked="" type="checkbox"/>	ATTACHMENT NAME 2
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 3
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☐ DO NOT Q.FILE THIS MESSAGE

2605

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

②

2607

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 26

2701
2705
2703

SELECT KEYWORDS FROM LINKED Q PROJECTS KEYWORDS
☒

CURRENT KEYWORD SUMMARY FOR SPAM:
☐

ACTIVITIES: DELIVERABLES.MESSAGES CHRIS.FOOTBALL DA.BOMB.MASTER.BLASTER QA.HOLA QA.MESSAGE QA.YO

PEOPLE:

PLACES:

PRODUCTS:

TIME:

LINKED Q PROJECTS
Q.PROJECT KEYWORDS

EMAIL TEST PROJECT

ACTIVITIES, CLIENT MANAGEMENT

59064892-DA9F-4A06-901D01DC03D63A80

7/8/2003 9:52:47 AM

ACTIVE PENDING

☒ SELECT THESE KEYWORDS

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.SLX

PLACES: EUROPE.GERMANY

PRODUCTS: PRODUCT TYPE.TEST

TIME:

ADD TO SUMMARY KEYWORDS
REPLACE SUMMARY KEYWORDS
CANCEL

FIG. 27

2801

2803

SEND EMAIL - <EMAIL SUBJECT>

?

✕

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q.	0	0	NAME
Q	0	✕	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	--	✕	ATTACHMENT NAME 1
Q	--	✕	ATTACHMENT NAME 2
?	--	✕	ATTACHMENT NAME 3
?	--	✕	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☒ DO NOT Q.FILE THIS MESSAGE

THIS MESSAGE AND ITS ATTACHMENTS WILL NOT BE Q.FILED.

RESET TO ORIGINAL SUGGESTIONS

SEND

CANCEL

FIG. 28

?X

SEND EMAIL - <EMAIL SUBJECT>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS.

Q.

NAME

+

SUBJECT LOREM IPSUM DOLOR SIT AMIT

GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.

DO NOT Q.FILE THIS MESSAGE

PREVIEW

Q.FILE DETAILS

Select Q.PROJECTS...SELECT KEYWORDS...SELECT KEYWORD SETADDQ.FILE LIKE...

FILING SUMMARY
LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO
PRODUCT: SUBROOT: KEYWORD
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD
TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

RESET TO ORIGINAL SUGGESTIONS

CANCEL

Q.FILE AND SEND

FIG. 29

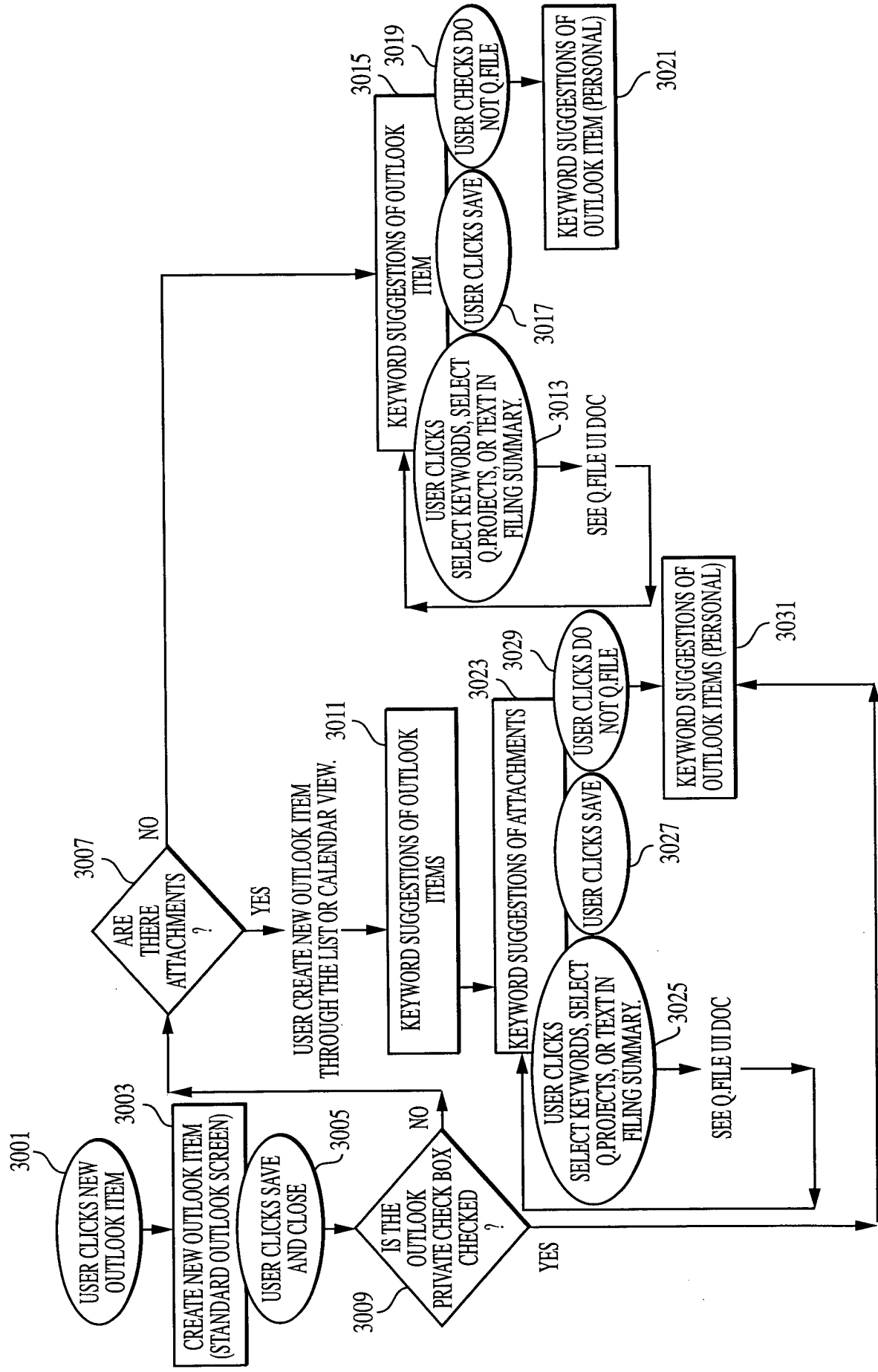


FIG. 30

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS.

Q.	NAME
Q	FIRST LASTNAME
?	ATTACHMENT NAME 1
Q	ATTACHMENT NAME 2
?	ATTACHMENT NAME 3
	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM. ☐ DO NOT Q.FILE THIS <OUTLOOK ITEM>

PREVIEW

SELECT Q.PROJECTS... SELECT KEYWORDS... Q.FILE LIKE...

Q.FILE DETAILS

SELECT KEYWORD SET ADD

FILING SUMMARY

LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
PRODUCT: SUBROOT: KEYWORD
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD
TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

< >

RESET TO ORIGINAL SUGGESTIONS

Q.FILE CANCEL

FIG. 31

3201
3207
3203

SELECT KEYWORDS FROM LINKED Q.PROJECTS KEYWORDS

CURRENT KEYWORD SUMMARY FOR TEST MEETING.MSG:

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

LINKED Q.PROJECTS

EMAIL TEST WITH ATTACHED

ACTIVITIES.CLIENT MANAGEMENT

84553FE4-4805-49DF-B5D2-8194377234CC

7/9/2002 3:43:31 PM

ACTIVE

☒ SELECT THESE KEYWORDS

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.AXA

PLACES: CORPORATE LOCATIONS.EUROPE

PRODUCTS:

TIME:

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

FIG. 32

?

×

3301

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ⓘ

Q

0

NAME

Q

0

☐
SUBJECT LOREM IPSUM DOLOR SIT AMIT

?

☐
ATTACHMENT NAME 1

Q

☐
ATTACHMENT NAME 2

?

☐
ATTACHMENT NAME 3

☐
ATTACHMENT NAME 4

3303

☒
GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.

☒
DO NOT Q.FILE THIS <OUTLOOK ITEM>

THIS ITEM AND ITS ATTACHMENTS WILL NOT BE Q.FILED, AND WILL BE SAVED TO OUR LOCAL MACHINE ONLY.

RESET TO ORIGINAL SUGGESTIONS

3309

SAVE

CANCEL

FIG. 33

3401

3403

3405

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ?

Q. NAME

+ FIRST LASTNAME

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.

☒ DO NOT Q.FILE THIS <OUTLOOK ITEM>

PREVIEW Q.FILE DETAILS

SELECT Q.PROJECTS... SELECT KEYWORDS... ADD Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS Q.FILE CANCEL

FIG. 34

3409

FIG. 34

<input checked="" type="checkbox"/> TASK NAME - TASK										
FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP TYPE A QUESTION FOR HELP ▾										
SAVE AND CLOSE □□□ 0 C RECURRENTCE □ ASSIGN TASK □ X ♦♦♦ [?] ,										
TASK DETAILS										
SUBJECT: TASK NAME										
DUE DATE: NONE ▾	STATUS: NOT STARTED ▾									
PRIORITY: NORMAL ▾ % COMPLETE: 0% ▾										
TUESDAY 10/1/2002 ▾	6:30 PM ▾	C	OWNER: FIRST LASTNAME							
REMINDER:										
MEETING NAME - APPOINTMENT										
FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP TYPE A QUESTION										
SAVE AND CLOSE □ C 0 C RECURRENTCE □ INVITE ATTENDED...! + X ♦										
APPOINTMENT SCHEDULING										
SUBJECT: MEETING NAME										
LOCATION: CONFERENCE ROOM NAME ▾	THIS IS AN ONLINE MEETING USING: □									

FIG. 35A

3505

3507

CONTACTS...

START TIME: TUESDAY 10/1/2002 2:00 PM

END TIME: TUESDAY 10/1/2002 2:30 PM

REMINDER: 15 MINUTES

ALL DAY EVENT

MEETING AGENDA

WEB CONTACT

FILE EDIT VIEW INSERT FAVORITES TOOLS ACTIONS HELP

SAVE AND CLOSE

DO NOT Q. FILE THIS TASK

GENERAL DETAILS ACTIVITIES CERTIFICATES ALL FIELDS

FULL NAME

JOB TITLES

COMPANY

FILE AS:

ADDRESS...

BUSINESS

FIRST LASTNAME

SALES REP

COMPANY NAME

LASTNAME, FIRST

BUSINESS

HOME

BUSINESS FAX

MOBILE

EMAIL

DISPLAY

WEB PAGE ADDRESS:

IM ADDRESS:

THIS IS THE MAILING ADDRESS

PRIVATE

CATEGORIES...

CONTACTS...

FIG. 35B

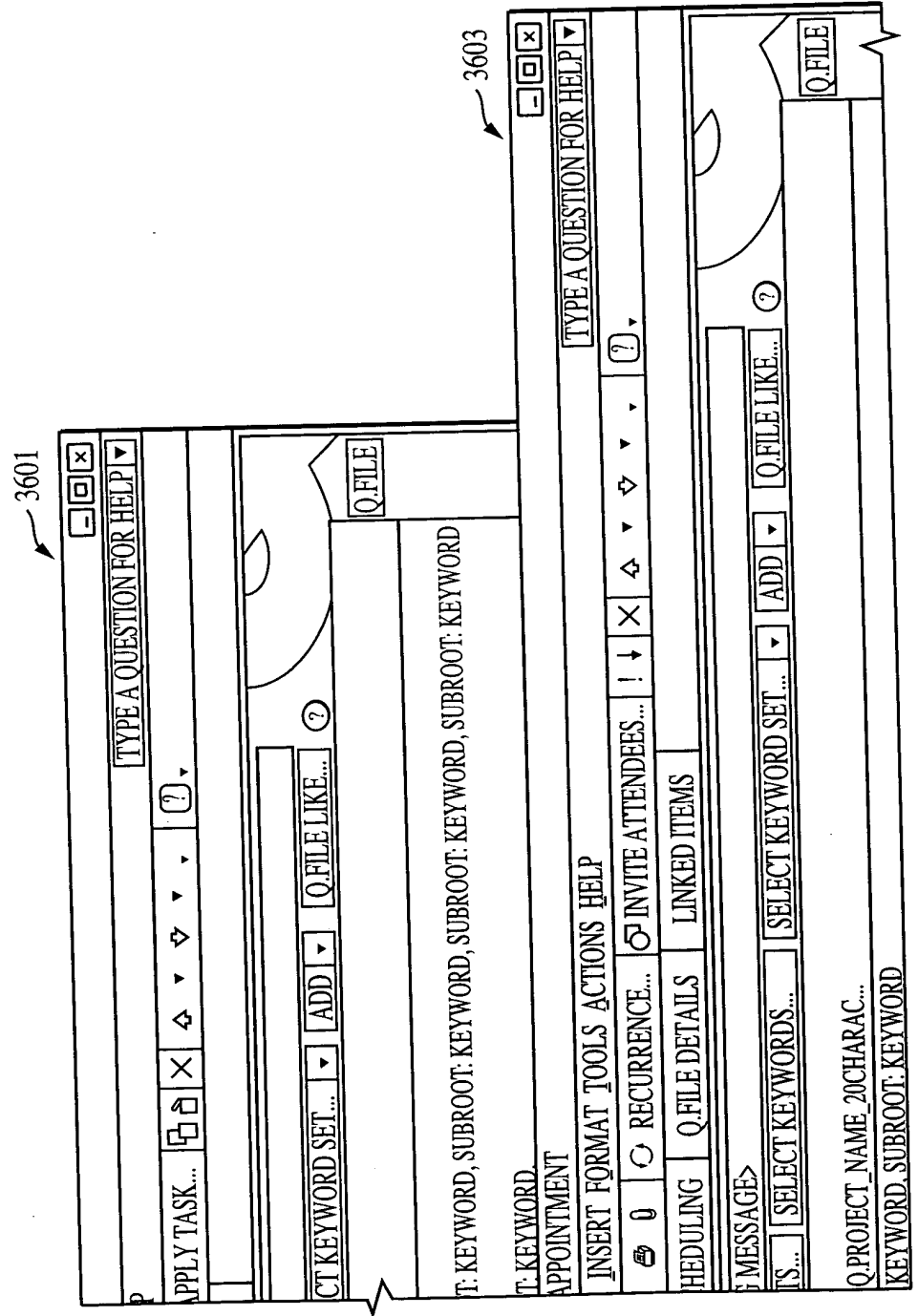


FIG. 36B

3607	PEOPLE: SUBROOT:	
	PRODUCT: SUBROOT:	
	PLACE: SUBROOT:	
	TIME: SUBROOT:	
	<div>▼</div>	

FIG. 36C

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 KEYWORD,
 KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD.
 KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD.

☐ FIRST LASTNAME - CONTACT

| FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP

☐ SAVE AND CLOSE ☐

GENERAL	DETAILS	ACTIONS	CERTIFICATES	ALL FIELDS	Q.FILE DETAILS	LINKED ITEMS
<Q.KNOW FILING MESSAGE>						
SELECT Q.PROJECTS...		SELECT KEYWORDS...		SELECT KEYWORD SET...		Q.FILE LIKE...
FILING SUMMARY						
LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...						
ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD						
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD						
PRODUCT: SUBROOT: KEYWORD,						
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD						
TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD						

3609 {

3607 {

Q.FILE MULTIPLE ITEMS

Q.FILE ALL ITEMS THE SAME OR EACH ONE INDIVIDUALLY. ?

Q.	Q	NAME
?	✉	EMAIL SUBJECT
?	📎	ATTACHMENT NAME 1
Q	🗓	MEETING NAME
?	📅	TASK SUBJECT
?	📄	DOCUMENT NAME

☒ GIVE ALL ITEMS THE SAME Q.FILE INFORMATION. ☐ DO NOT Q.FILE THIS ITEM

PREVIEW Q.FILE DETAILS

① FILING SUMMARY WILL APPLY TO ALL CHECKED ITEMS.

SELECT Q.PROJECTS... SELECT KEYWORDS... SELECT Q.SET ADD Q.FILE LIKE... ?

FILING SUMMARY

LINKED Q.PROJECTS:

ACTIVITY:
PEOPLE:
PRODUCT:
PLACE:
TIME:

FIG. 37

3801

☒ Q.FILE AND SEND <MESSAGE SUBJECT>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ⓘ

Q.	<input type="checkbox"/>	NAME
Q	<input checked="" type="checkbox"/>	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	<input type="checkbox"/>	ATTACHMENT NAME 1
Q	<input type="checkbox"/>	ATTACHMENT NAME 2
?	<input type="checkbox"/>	ATTACHMENT NAME 3
?	<input type="checkbox"/>	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS THEIR MESSAGE.

DO NOT Q.FILE

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...
 SELECT KEYWORDS...
 SELECT KEYWORD SET
 ADD
 Q.FILE LIKE... ⓘ

FILING SUMMARY
 LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...
 ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS
 Q.FILE AND SEND
 CANCEL

FIG. 38

3811

Q.FILE <ITEM NAME>

Q. 0

NAME

Q 0 SUBJECT LOREM IPSUM DOLOR SIT AMIT

?

ATTACHMENT NAME 1

Q

ATTACHMENT NAME 2

?

ATTACHMENT NAME 3

?

ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS <ITEM TYPE>

DO NOT Q.FILE

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

RESET TO ORIGINAL SUGGESTIONS

Q.FILE

CANCEL

FIG. 40

Q.Q.FILE MULTIPLE ITEMS

✕

APPLY THE SAME Q.FILE INFORMATION TO EACH ITEM.

☐ NAME
☒ PPT.PPT
☒ DOC.DOC

☒ ADD Q.FILE INFORMATION TO EACH ITEM.
 ☐ REPLACE Q.FILE INFORMATION FOR EACH ITEM.

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT Q.SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS:

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

Q.FILE

CANCEL

FIG. 41

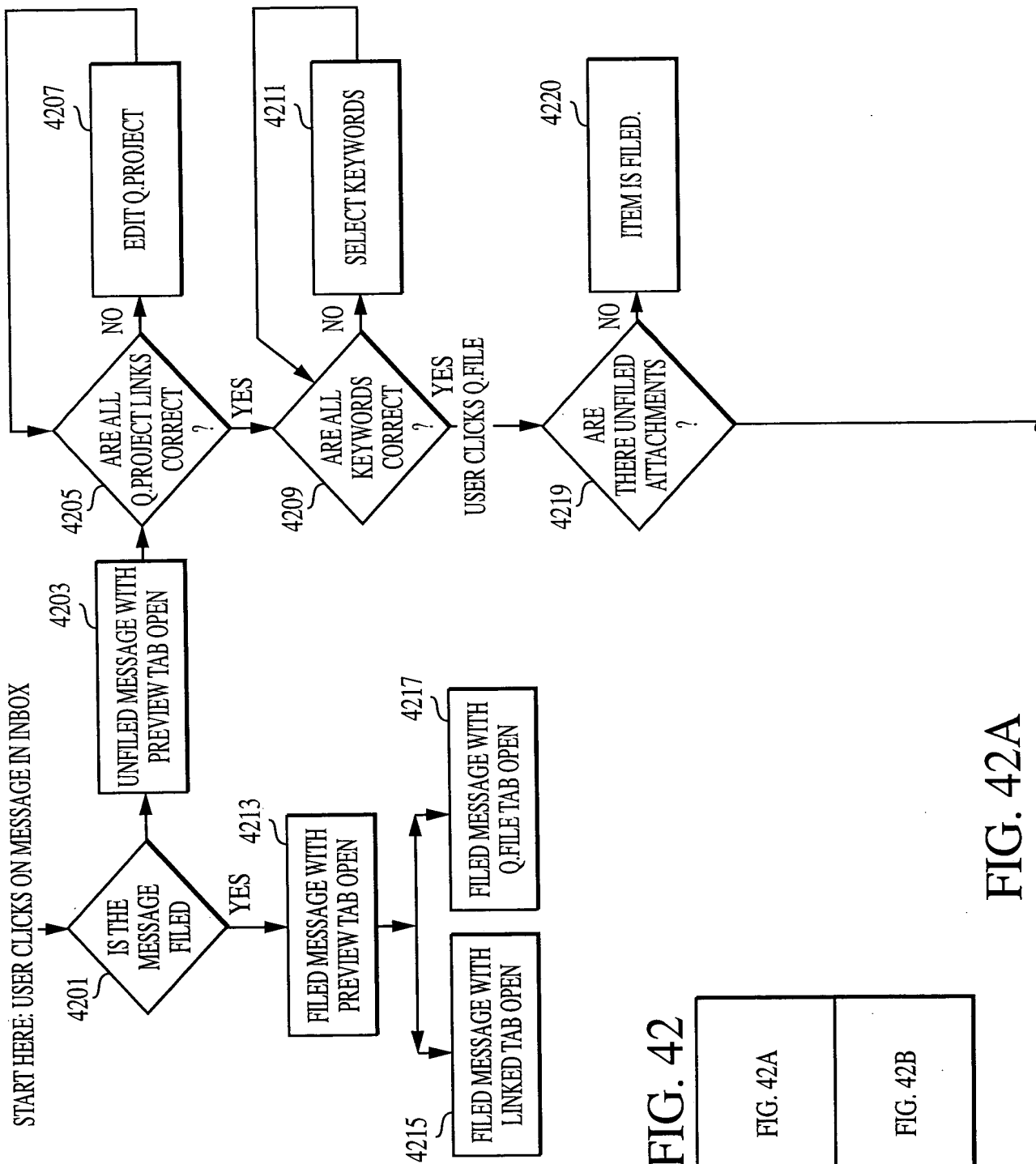


FIG. 42

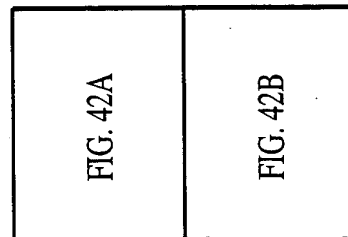


FIG. 42A

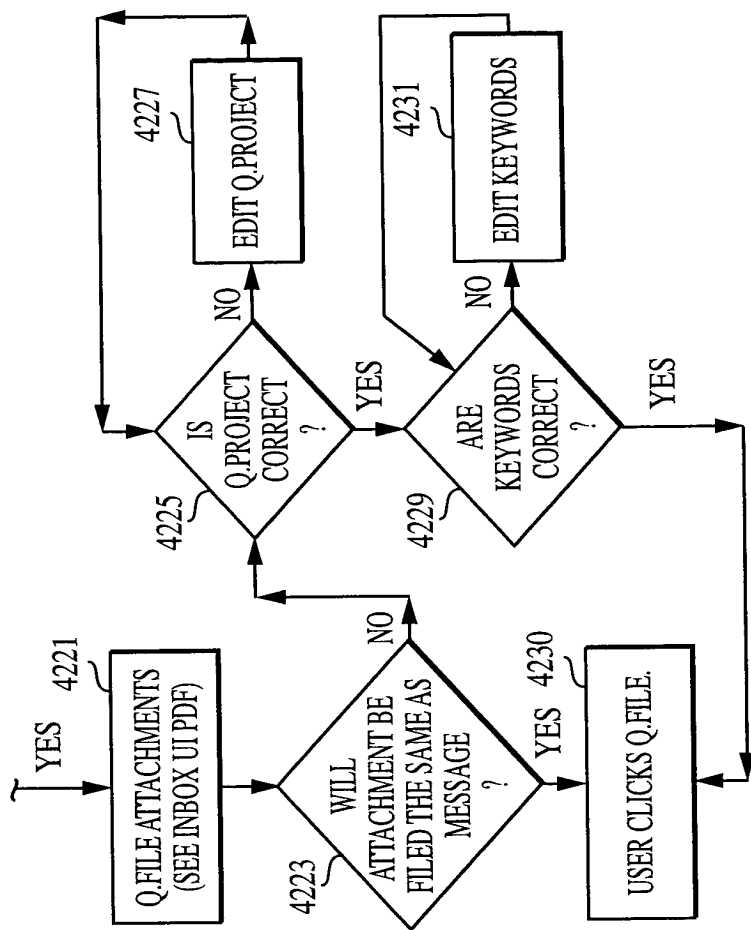


FIG. 42B

4301

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

PREVIEW

Q FILE DETAILS

LINKED ITEMS

DO NOT Q FILE THIS MESSAGE

Q KNOW FILING MESSAGE

SELECT Q PROJECTS

SELECT KEYWORDS

SELECT KEYWORD SET

ADD

Q FILE LIKE

?

FILING SUMMARY

LINKED Q PROJECTS: Q PROJ_NAME 20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

4305

4307

FIG. 43

4401

4403

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

☐ DO NOT Q.FILE THIS MESSAGE

① <Q.KNOW FILING MESSAGE>

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD ▾

Q.FILE LIKE...

?

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

☐ LEAVE A COPY OF THIS MESSAGE IN MY INBOX

4405

FIG. 44

4501

4509

4507

4511

4505

4504

4502

4503

SELECT Q.FILE KEYWORDS (<ITEM NAME>)

SELECT KEYWORDS TO USE IN THE FILING SUMMARY OF THIS ITEM. ②

KEYWORD SUMMARY [CLEAR ALL]

ACTIVITY: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD
PRODUCT: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

SELECT KEYWORD SET

ADD

LOOK UP KEYWORD: COM

LOOK UP

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q.FILE

USE THESE KEYWORDS

CANCEL

FIG. 45

4601
4605

SELECT LINKED Q.PROJECT (<ITEM NAME>)

TO LINK <FILE NAME> TO A PROJECT, SELECT KEYWORDS TO SEARCH BY: ⑦

Q.PROJECT FIND ⑤ ⑥ ⑦

FIND USING... ⑦

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

INCLUDE: ALL ITEMS

KEYWORDS

PROJECT PROPERTIES

DATE RANGE

SELECT KEYWORD SET ▾

ADD ▾

LOOK UP KEYWORD: COM

LOOK UP

KEYWORD MATCHES FOR "COM" X

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q.PROJECT FIND

CLEAR ALL

Q.PROJECT FIND

CLEAR ALL

SHOW ME: TYPE: ALL ITEMS ▾

STATUS: ALL STATUSES ▾

PROJECT NAME

LAST MODIFIED ▾

STATUS

OWNER	PROJECT TYPE	PROJECT #	PROJECT NAME	LAST MODIFIED	STATUS
<input type="checkbox"/> MORRIS WALTON	SUBMISSION	F2475438-5E1A-...	NY POST-EO-TTY-UW-YR2003	TUE, 9/10/2002	PENDING
<input type="checkbox"/> CAROL WEATHERBY	SUBMISSION	F9475438-5E1A-...	EXXON MOBILE-AUTO-XOL-UW-YR2003	MON, 9/9/2002	PENDING
<input type="checkbox"/> BRENDON RUBYSTOCK	RENEWAL	F9475438-5E1A-...	SCANDIA-XOL-UW-YR2003	FRI 9/13/2002	PENDING
<input checked="" type="checkbox"/> SAM FIRPHMAN	SUBMISSION	F2475438-5E1A-...	AMERICAN AIR-AVIATION-XOL-UW-YR2003	WED, 9/4/2002	PENDING
<input type="checkbox"/> MELISSA SMALL	ENDORSEMENT	F9475438-5E1A-...	BOEING-AVIATION-XOL-UW-YR2003	TUE, 8/27/2002	PENDING
<input type="checkbox"/> JASON KIRK	SUBMISSION	F9475438-5E1A-...	PRUDENTIAL-PROPERTY-XOL-UW-YR2003	TUE, 8/27/2002	PENDING

LINK TO SELECTED

CANCEL

CANCEL

4602
4603

FIG. 46

[illegible]

Q.FILE USING THESE KEYWORDS (<ITEM NAME>)

TO FILE <FILE NAME> LIKE ANOTHER ITEM, SELECT KEYWORDS TO SEARCH BY. ?

BASIC Q.FIND Ⓢ Ⓔ Ⓕ

SHOW: ▾ ALL		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DATE RANGE:	ENTIRE RANGE ▾	
<input type="checkbox"/> 0	CHECKED OUT BY	NAME				DATE MODIFIED ▾	SIZE	
<input type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECUTATUER				MON 6/3/2002 12:00PM	3 KB	<
<input type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMETT, SED DIAM NONUMMY				FRI 5/31/2002 12:00PM	5 KB	
<input type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES				FRI 5/31/2002 12:00PM	2 KB	
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES				THU 5/30/2002 12:00PM	7 K	
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES				WED 5/29/2002 12:00PM	2.5 MB	
<input type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY				MON 3/3/2002 12:00PM	80 KB	>

PREVIEW

Q.FILE DETAILS

☐ <Q.KNOW FILING MESSAGE>

FILING SUMMARY

LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

< >

FIG. 49

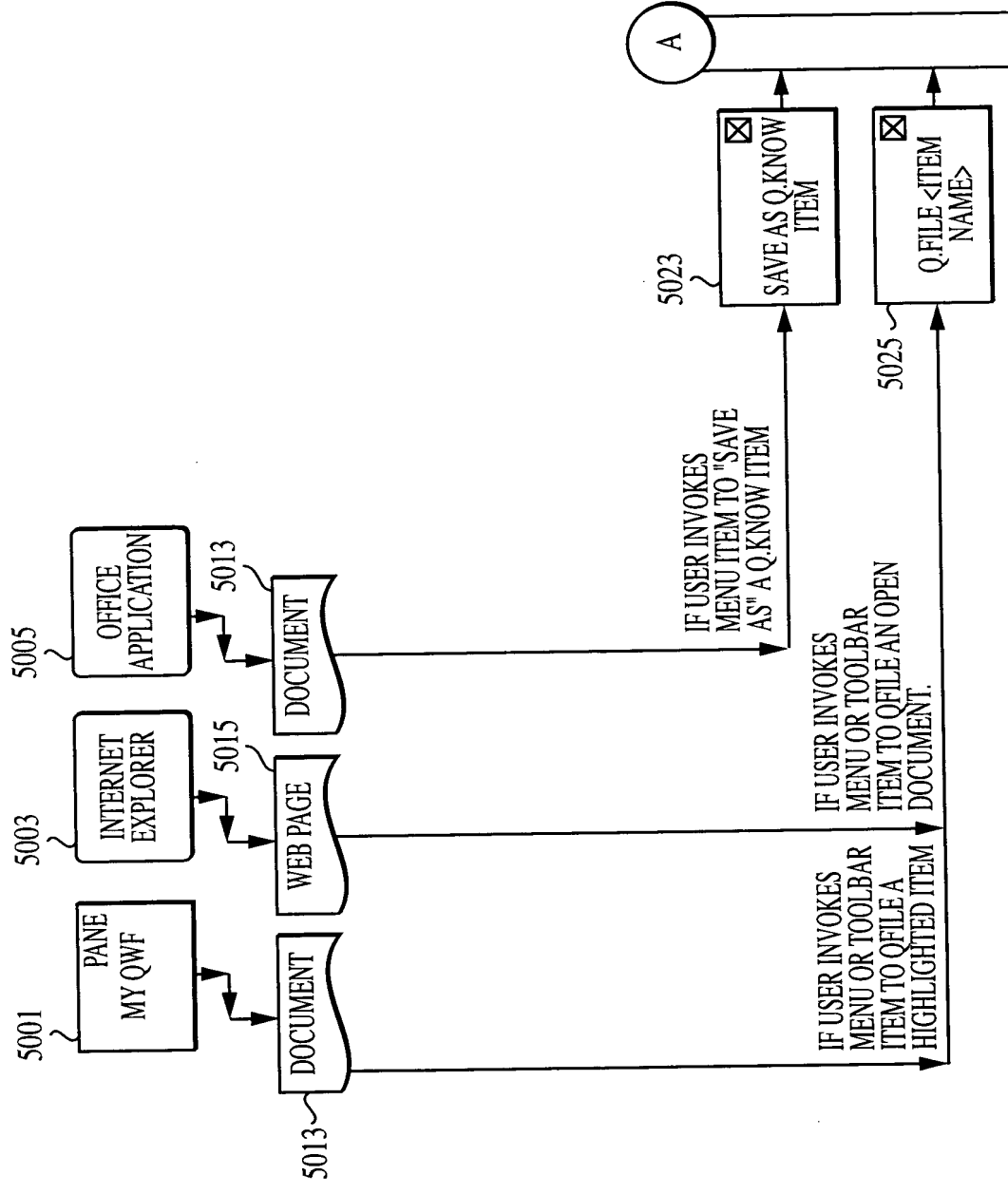
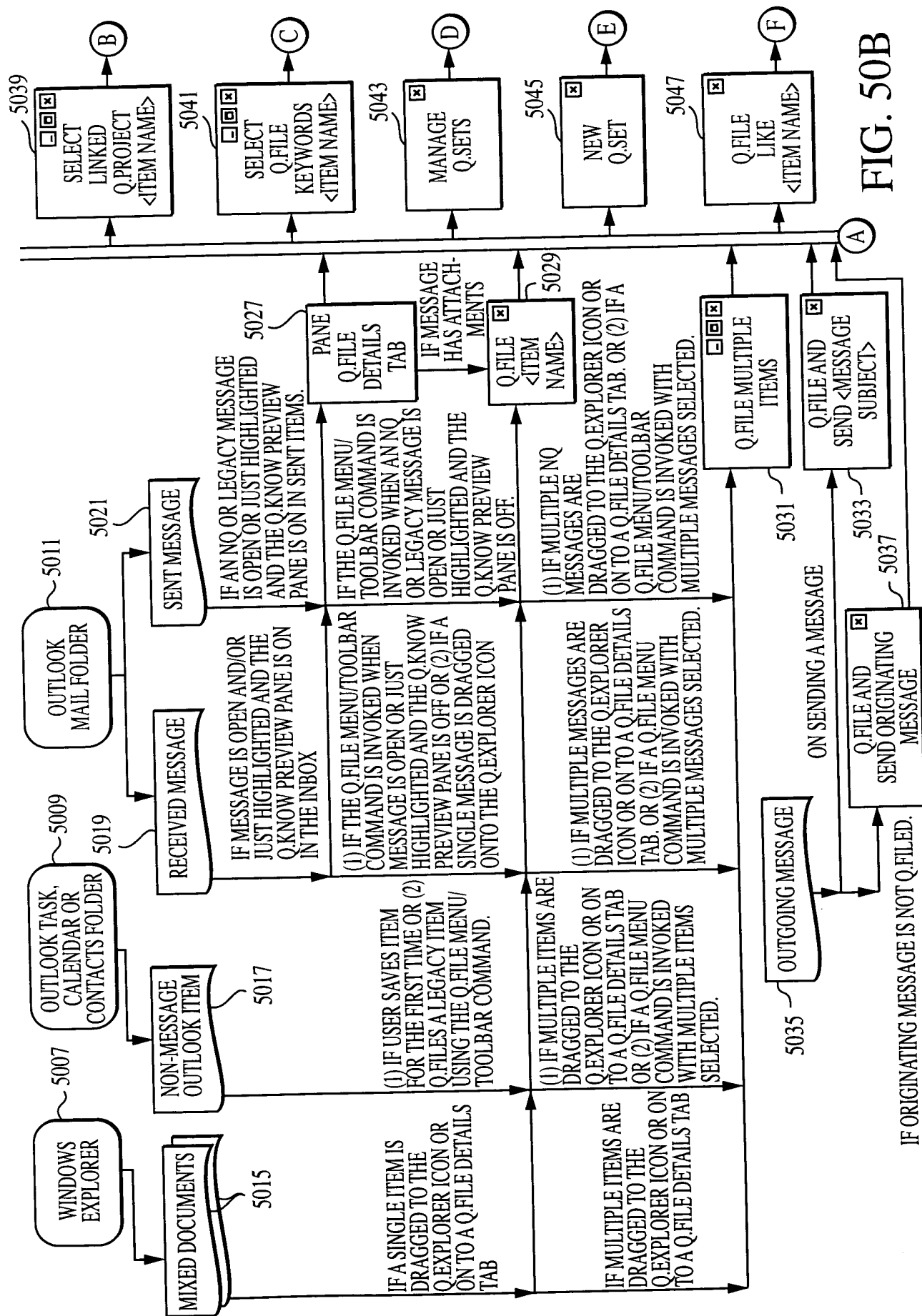
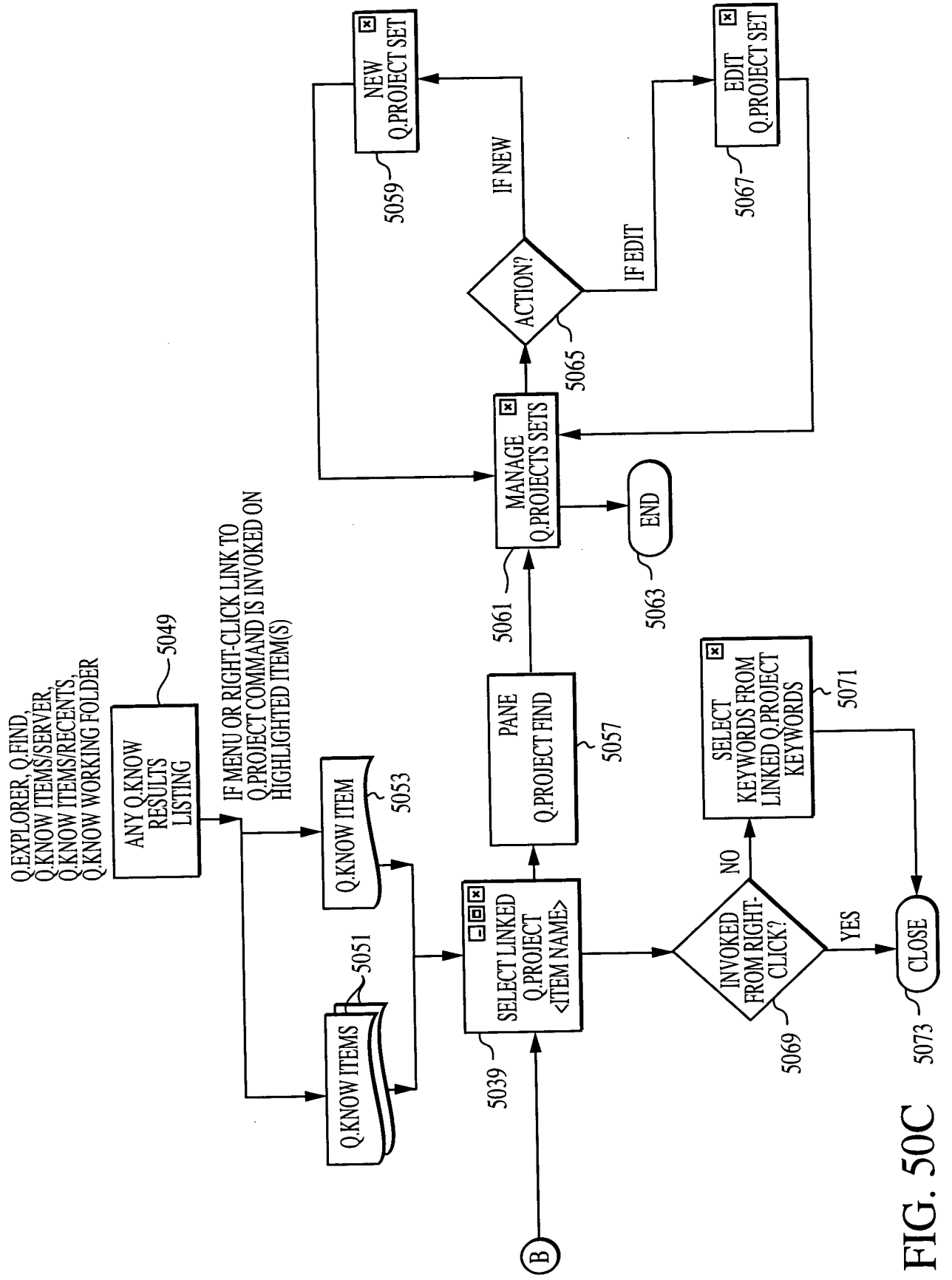


FIG. 50A





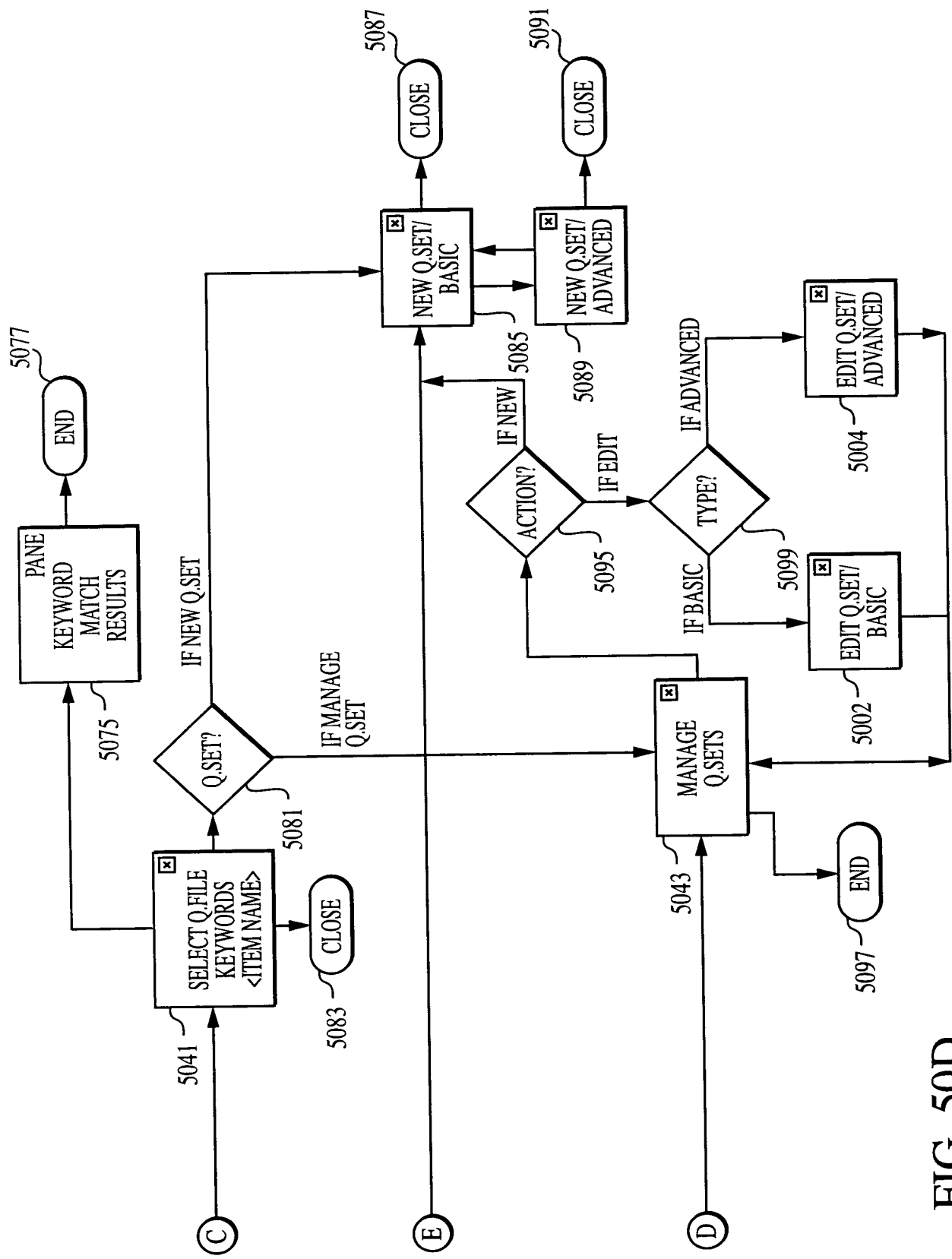


FIG. 50D

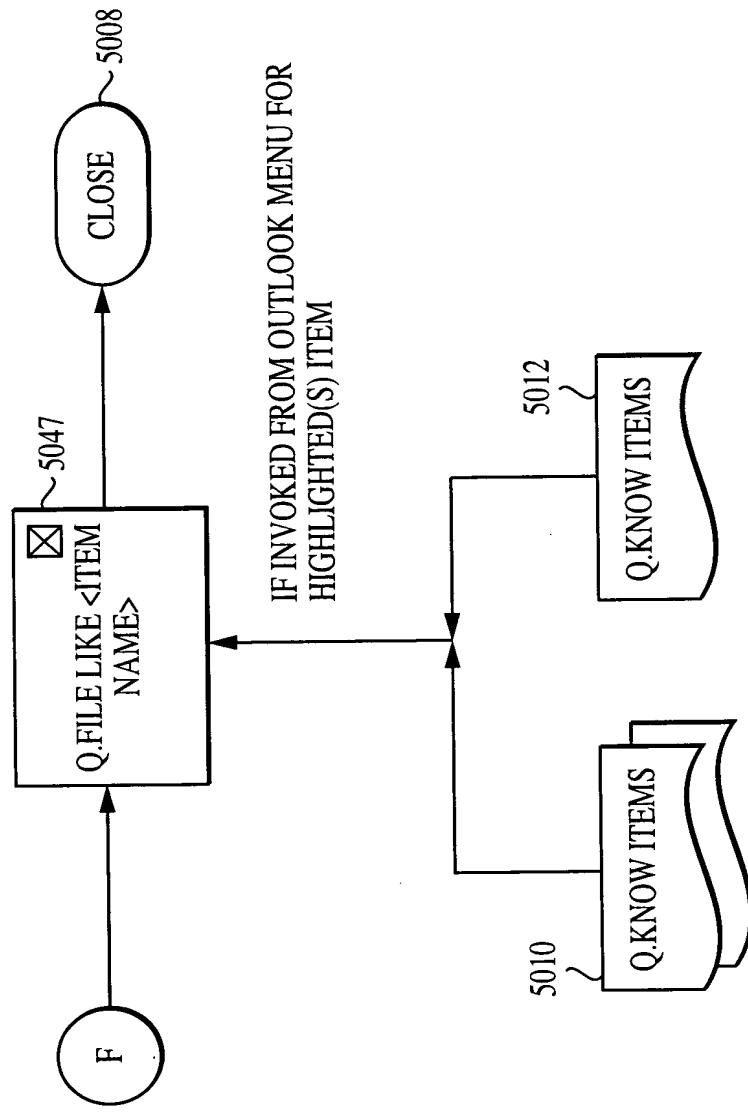


FIG. 50E

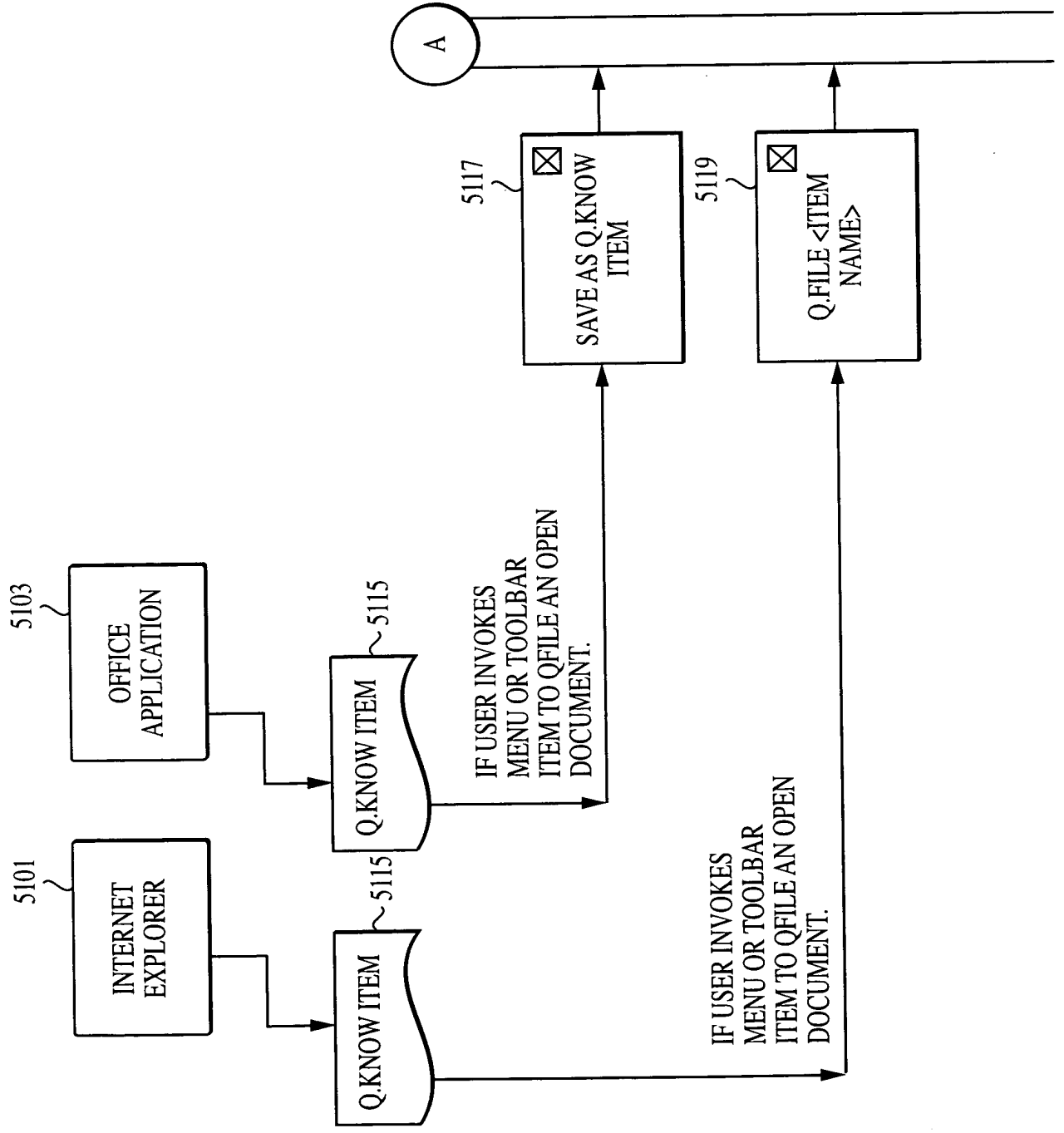


FIG. 51A

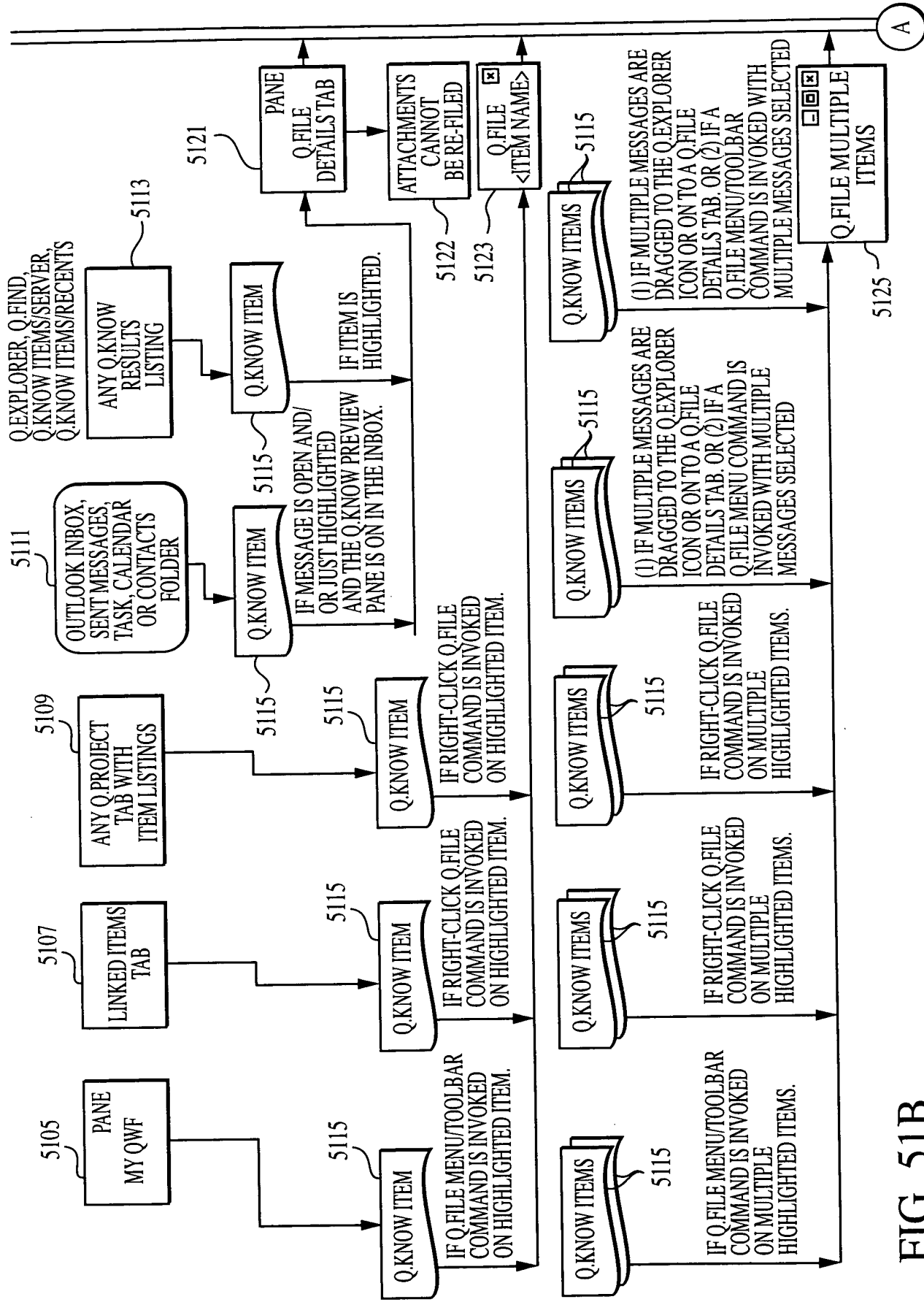


FIG. 51B

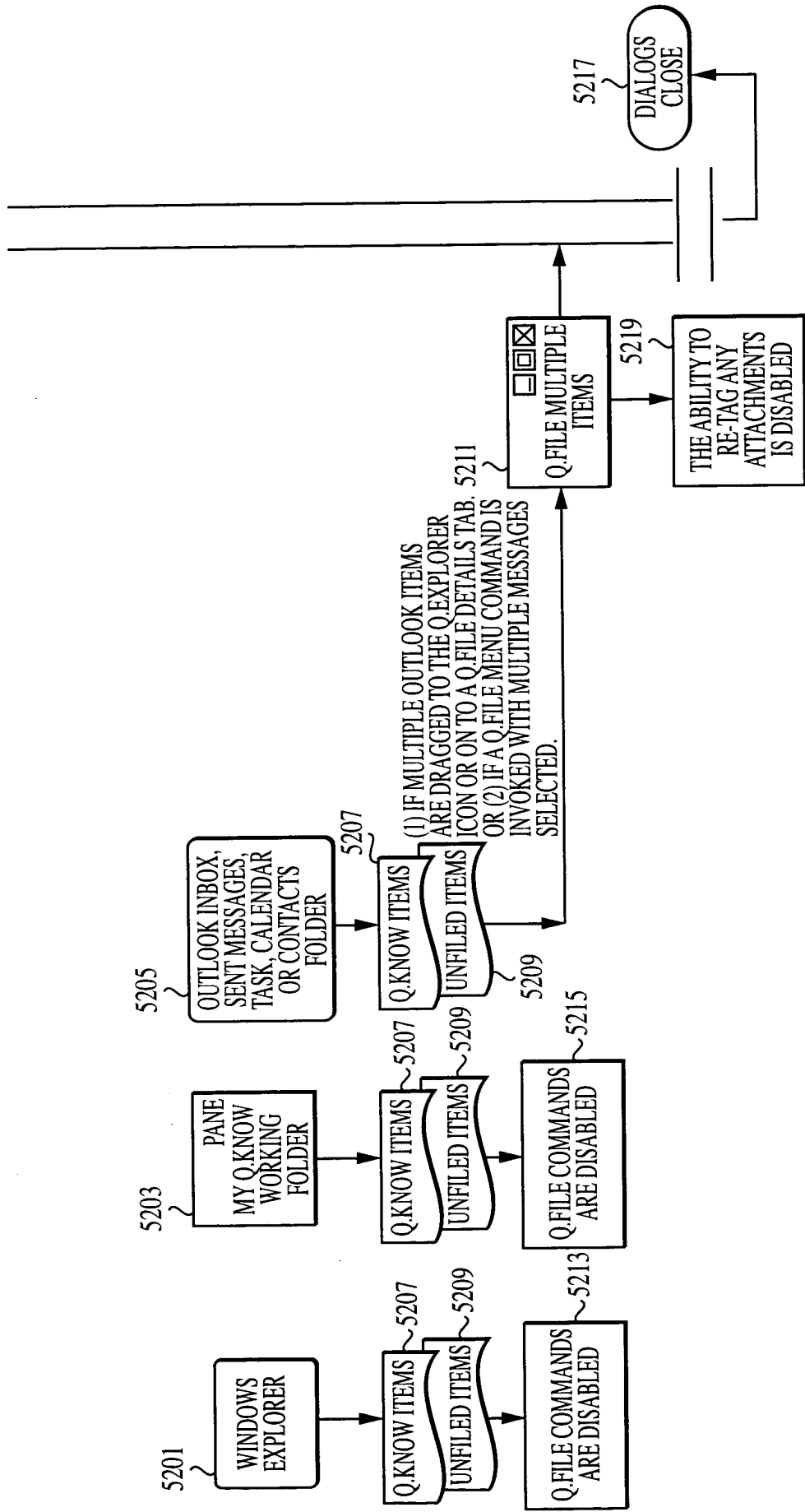


FIG. 52

5301

5303

5305

5315

5307

5309

[illegible]

5501

Q. MY Q.KNOW WORKING FOLDER

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q.KNOW SERVER Q.KNOW WORKING FOLDER MY RECENTLY Q.FILED ITEMS

SHOW: ALL

DATE RANGE: ENTIRE RANGE

5505

NAME	SIZE	TYPE	DATE MODIFIED	CURRENT VERSION	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	Y MON 6/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	5 KB	MICROSOFT POWERPOINT PRESENTATION	Y FRI 5/31/2002 12:00PM	2	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	7 KB	MICROSOFT EXCEL WORKSHEET	Y THU 5/30/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME

5511

5509

5503

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

L X 1 1 2 1 3 1 4 1 5 1 7

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPSCING ELIT, SED DIAM NONUMMY NIBH
EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM
VENIAM, QUIS NOSTRUD EXERCI TATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA
COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE
MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET
IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENT A

5507

FIG. 55

5601

Q MY RECENTLY Q FILED ITEMS

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q Q KNOW SERVER Q MY Q KNOW WORKING FOLDER Q MY RECENTLY Q FILED ITEMS

SENT RECENT ITEMS: ALL

SHOW: ALL

DATE RANGE: LAST 30 DAYS

Q NAME	SIZE	TYPE	DATE MODIFIED	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	Y MON 6/3/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	5 KB	MICROSOFT POWERPOINT PRESENTATION	Y FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	7 KB	MICROSOFT EXCEL WORKSHEET	Y THU 5/30/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	FIRST LASTNAME

PREVIEW

Q FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

5611

5609

5503

FIG. 56

5607

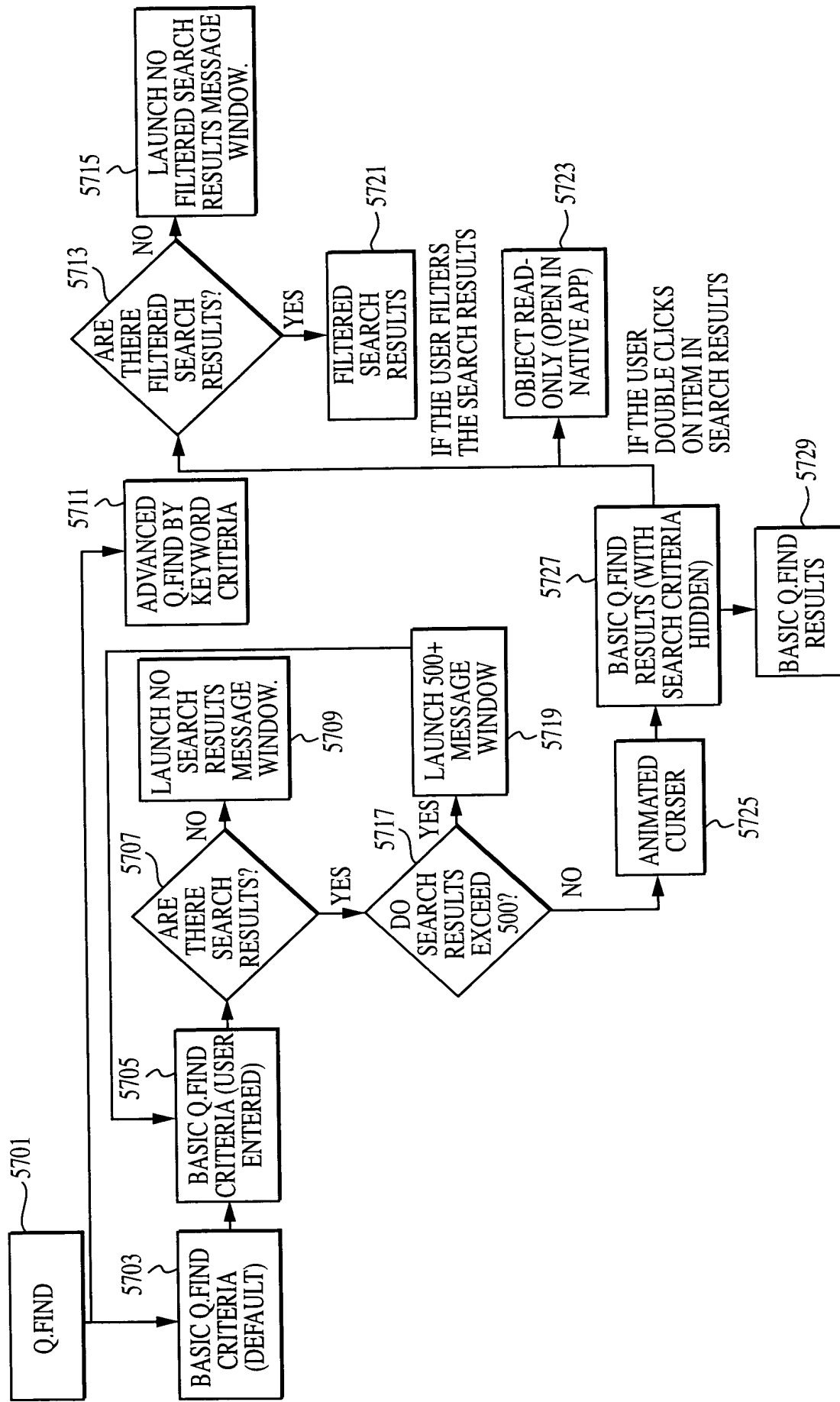


FIG. 57

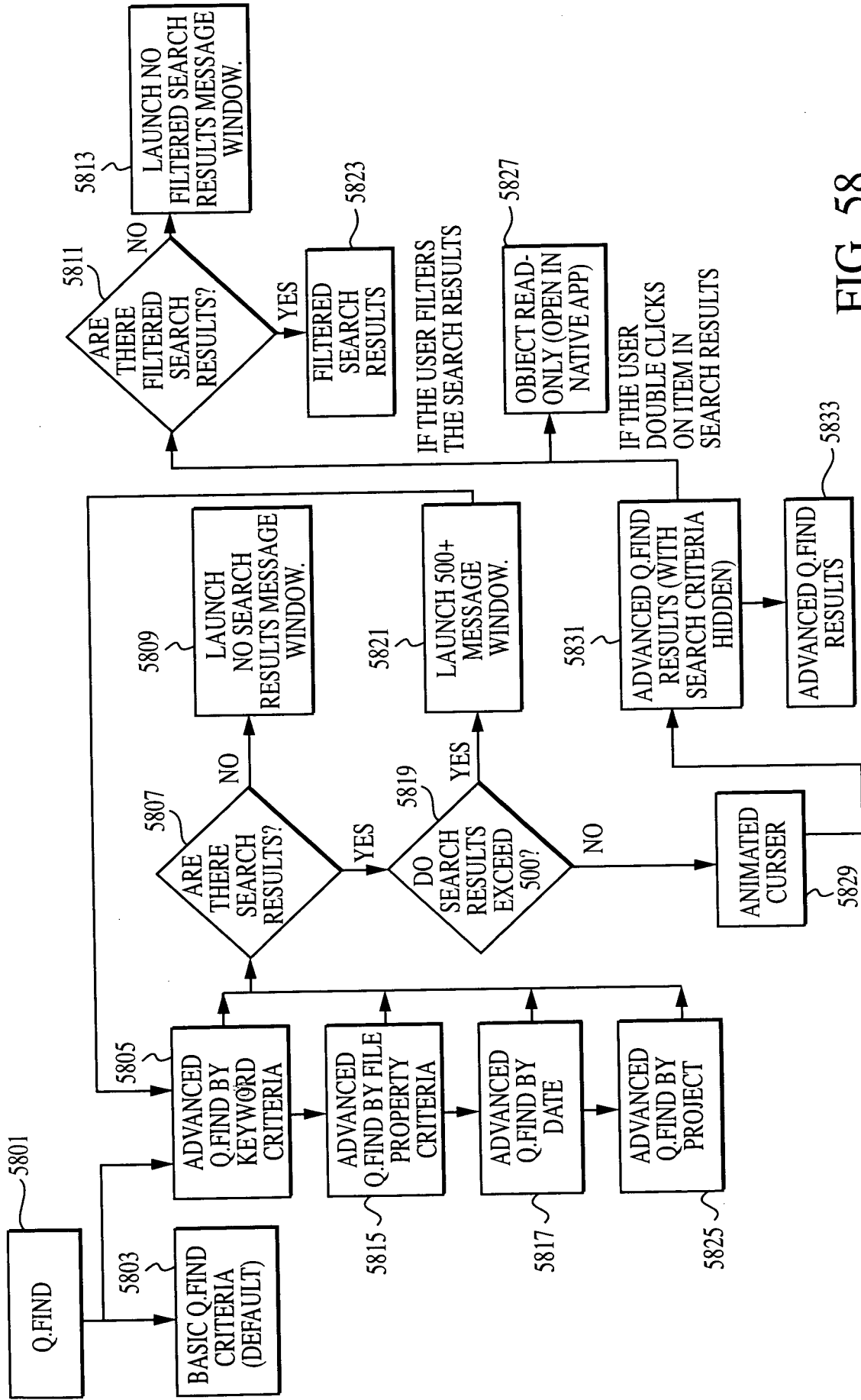
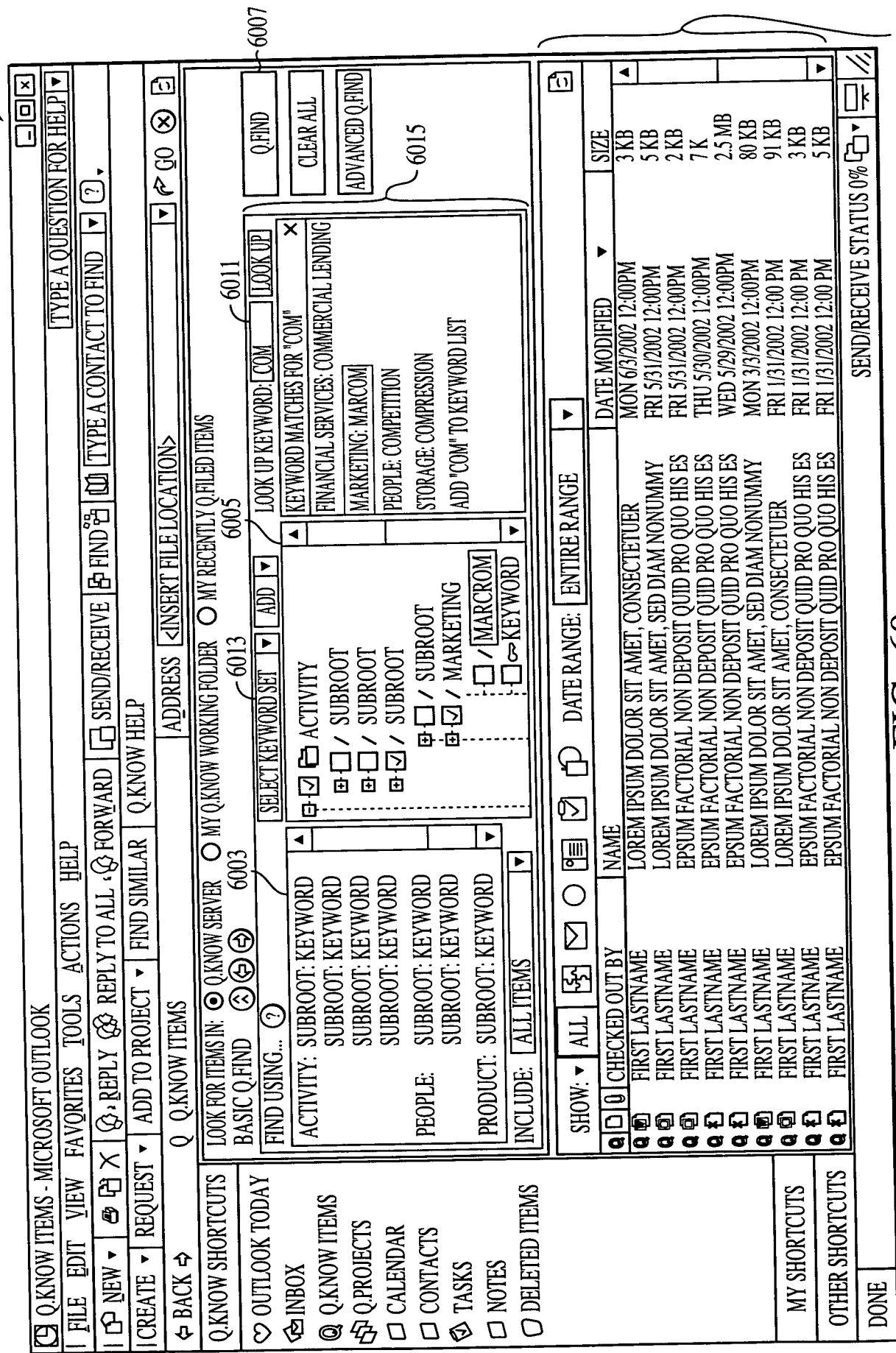


FIG. 58

5901

Q.KNOW ITEMS - MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
NEW X Q, REPLY Q, REPLY TO ALL, Q, FORWARD Q, SEND/RECEIVE Q, FIND Q, TYPE A QUESTION FOR HELP, TYPE A CONTACT TO FIND, ?									
CREATE REQUEST ADD TO PROJECT FIND SIMILAR Q.KNOW HELP ADDRESS <INSERT FILE LOCATION> GO X									
Q Q.KNOW ITEMS									
LOOK FOR ITEMS IN: Q.KNOW SERVER O MY Q.KNOW WORKING FOLDER O MY RECENTLY Q.FILED ITEMS									
BASIC Q. FIND Q.FIND FIND USING... ? 5915 5903 SELECT KEYWORD SET ADD LOOK UP KEYWORD: LOOK UP ACTIVITY: 5905 ~ 5911 PEOPLE: 5917 PRODUCT: 5917 PLACE: 5917 TIME: 5917 INCLUDE: ALL ITEMS									
SHOW: ALL ALL DATE RANGE: ENTIRE RANGE CHECKED OUT BY NAME DATE MODIFIED SIZE									
OUTLOOK TODAY INBOX Q.KNOW ITEMS Q.PROJECTS CALENDAR CONTACTS TASKS NOTES DELETED ITEMS									
MY SHORTCUTS OTHER SHORTCUTS									
DONE SEND/RECEIVE STATUS 0%									

FIG. 59



6009

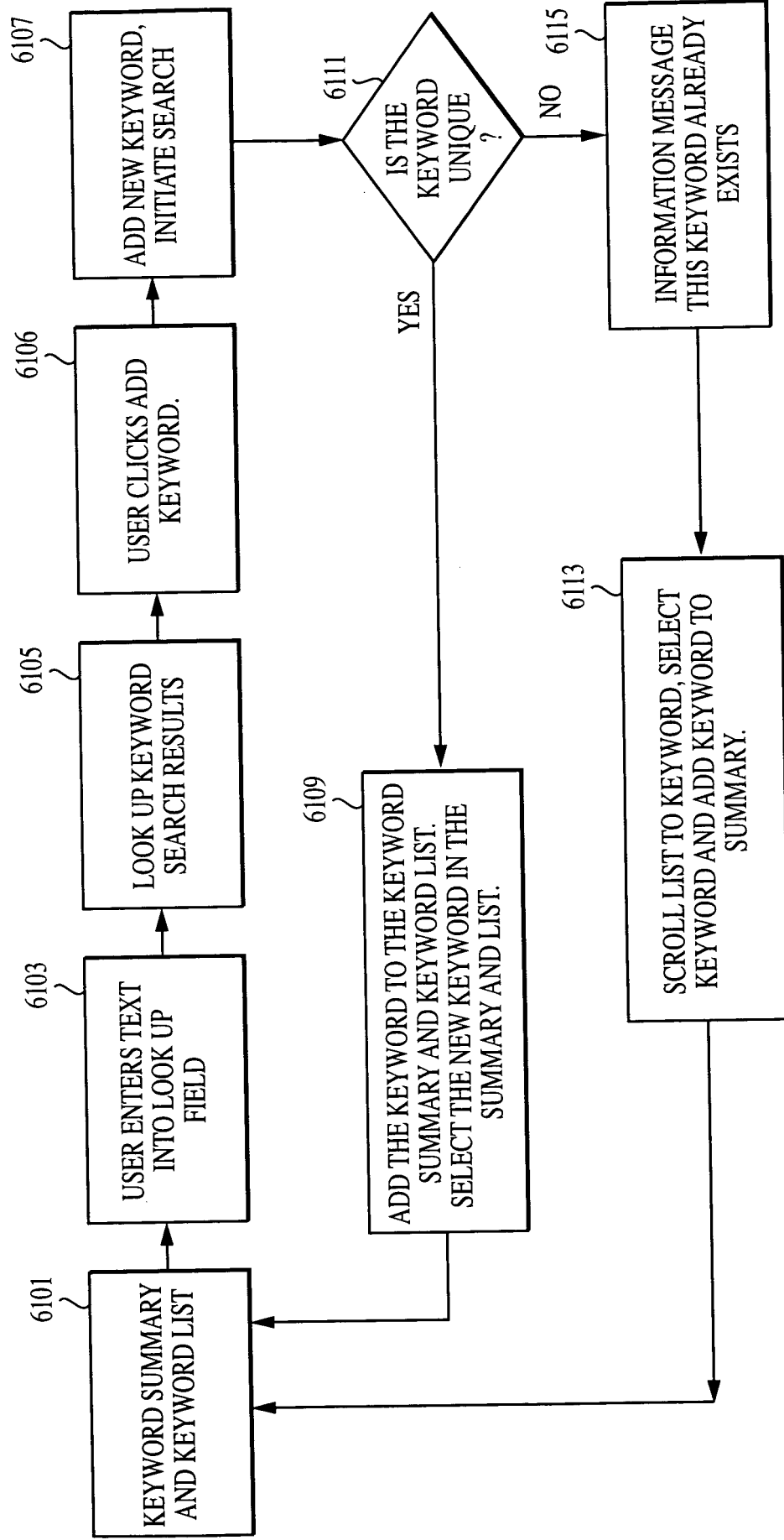


FIG. 61

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

BASIC Q FIND

SHOW:

ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

Q KNOW ITEMS	Q KNOW PROJECTS	Q KNOW CALENDAR	Q KNOW CONTACTS	Q KNOW TASKS	Q KNOW NOTES	Q KNOW DELETED ITEMS
Q KNOW PROJECTS	Q KNOW CALENDAR	Q KNOW CONTACTS	Q KNOW TASKS	Q KNOW NOTES	Q KNOW DELETED ITEMS	
Q KNOW CALENDAR	Q KNOW CONTACTS	Q KNOW TASKS	Q KNOW NOTES	Q KNOW DELETED ITEMS		
Q KNOW CONTACTS	Q KNOW TASKS	Q KNOW NOTES	Q KNOW DELETED ITEMS			
Q KNOW TASKS	Q KNOW NOTES	Q KNOW DELETED ITEMS				
Q KNOW NOTES	Q KNOW DELETED ITEMS					
Q KNOW DELETED ITEMS						

PREVIEW

Q FILE DETAILS

LINKED ITEMS

Q KNOW FILING MESSAGE

SELECT Q PROJECTS

SELECT KEYWORDS

SELECT KEYWORD SET

ADD

Q FILE LIKE

Q FILE

FILING SUMMARY

LINKED Q PROJECTS: Q PROJ_NAME, 20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

FIG. 62

Q KNOW ITEMS - MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
NEW X REPLY TO ALL FORWARD SEND/RECEIVE FIND TYPE A QUESTION FOR HELP TYPE A CONTACT TO FIND ?									
CREATE REQUEST ADD TO PROJECT FIND SIMILAR Q KNOW HELP									
BACK Q KNOW ITEMS ADDRESS INSERT FILE LOCATION GO X E									
LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS									
BASIC Q FIND									
SHOW: ALL CHECKED OUT BY NAME DATE RANGE: ENTIRE RANGE SIZE									
FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, CONSECTETUER MON 6/3/2002 12:00PM 3 KB									
FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY FRI 5/31/2002 12:00PM 5 KB									
FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES FRI 5/31/2002 12:00PM 2 KB									
FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES THU 5/30/2002 12:00PM 7 K									
FIRST LASTNAME EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES WED 5/29/2002 12:00PM 2.5 MB									
FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY MON 3/3/2002 12:00PM 80 KB									
FIRST LASTNAME LOREM IPSUM DOLOR SIT AMET, CONSECTETUER FRI 1/31/2002 12:00 PM 91 KB									
PREVIEW Q FILE DETAILS LINKED ITEMS									
SHOW: ALL CHECKED OUT BY DATE RANGE: ENTIRE RANGE									
CHECKED OUT BY DATE MODIFIED SIZE									
FIRST LASTNAME NAME OF NOTE EPSUM FACTORIAL NON DEPOSIT WED 5/29/2002 9:54A 3 KB									
FIRST LASTNAME NAME OF NOTE SIT AMET CONSECTETUER WED 5/29/2002 9:54A 5 KB									
FIRST LASTNAME NAME OF NOTE CONSECTETUER ADIPISCING ELIT TUE 5/28/2002 6:21P 2 KB									
FIRST LASTNAME NAME OF NOTE SIT AMET CONSECTETUER TUE 5/28/2002 3:51P 7 K									
FIRST LASTNAME ATTACHMENT 1 NAME FRI 5/25/2002 10:02P 2.5 MB									
FIRST LASTNAME ATTACHMENT 2 NAME FRI 5/25/2002 9:00A 80 KB									
FIRST LASTNAME ATTACHMENT 3 NAME FRI 5/25/2002 9:00A 91 KB									
FIRST LASTNAME ATTACHMENT 4 NAME FRI 5/25/2002 9:00A 1.8 MB									
MY SHORTCUTS									
OTHER SHORTCUTS									
DONE SEND/RECEIVE STATUS 0%									

FIG. 63

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW
REPLY
REPLY TO ALL
FORWARD
SEND/RECEIVE
FIND
TYPE A QUESTION FOR HELP

CREATE
REQUEST
ADD TO PROJECT
FIND SIMILAR
Q KNOW HELP

Q KNOW ITEMS

ADDRESS
<INSERT FILE LOCATION>
GO

LOOK FOR ITEMS IN:

Q KNOW SERVER
MY Q KNOW WORKING FOLDER
MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

6409
KEYWORDS
ITEM PROPERTIES
DATES

FIND USING...

ACTIVITY:
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

PEOPLE:
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

PRODUCT:
SUBROOT: KEYWORD

PLACE:

SELECT KEYWORD SET
ADD

ACTIVITY
SUBROOT
SUBROOT
SUBROOT
SUBROOT
SUBROOT
SUBROOT
SUBROOT

SUBROOT
SUBROOT
SUBROOT
SUBROOT
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SUBROOT
SUBROOT

SUBROOT
SUBROOT
SUBROOT
SUBROOT
SUBROOT
SUBROOT
SUBROOT

LOOK UP KEYWORD:
COM
LOOK UP

KEYWORD MATCHES FOR "COM"
FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q FIND
CLEAR ALL
BASIC Q FIND

SHOW:

ALL
DATE RANGE:
ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

FIG. 64

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

KEYWORDS

ITEM PROPERTIES

DATES

INCLUDES

MS OUTLOOK ITEMS

MS OUTLOOK TASKS

MS OFFICE DOCUMENTS

Q PROJECTS

OTHERS

6505

MEETINGS

CONTACTS

EMAIL MESSAGES

NOTES

FIND THIS TEXT:

WITHIN ITEM NAME:

WITHIN ITEM:

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB

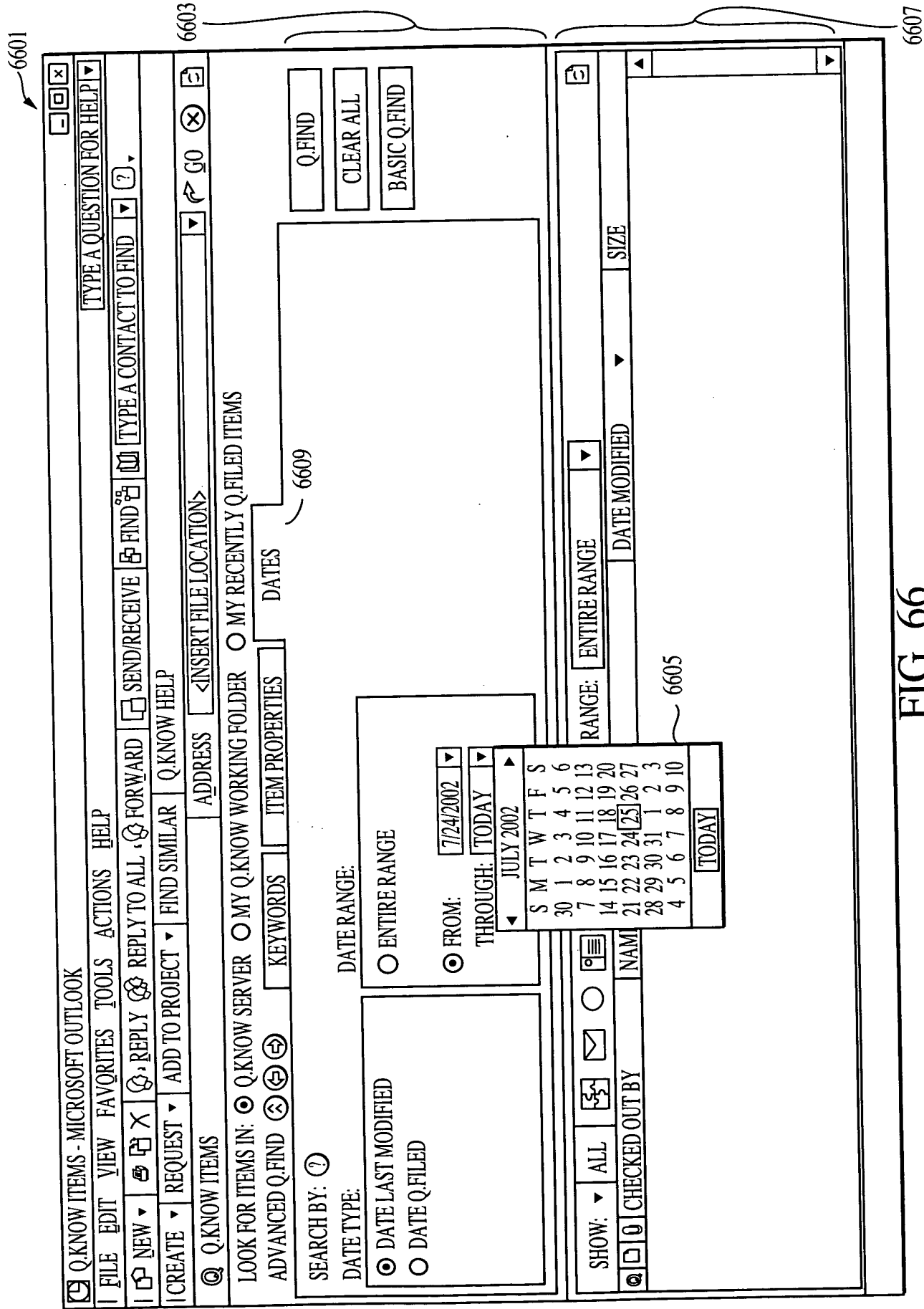


FIG. 66

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

FIND USING...

ACTIVITY:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT:

SUBROOT: KEYWORD

PLACE:

SELECT KEYWORD SET

ADD

ITEM PROPERTIES

DATES

LOOK UP KEYWORD:

COM

LOOK UP

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

6705

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW:

ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 1/31/2002 12:00 PM	2 KB

FIG. 67

6801

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

ADVANCED Q.FIND

KEYWORDS

ITEM PROPERTIES

DATES

SHOW:

ALL

DATE RANGE:

ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER

MON 6/3/2002 12:00PM

3 KB

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

FRI 5/31/2002 12:00PM

5 KB

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

FRI 5/31/2002 12:00PM

2 KB

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

THU 5/30/2002 12:00PM

7 K

FIRST LASTNAME

EPSUM FACTORIAL NON DEPO QUID PRO QUO HIS ES

WED 5/29/2002 12:00PM

2.5 MB

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

MON 3/3/2002 12:00PM

80 KB

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

MON 1/31/2002 12:00PM

91 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH

EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM

VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA

COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE

MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET

IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

6805

6803

6807

FIG. 68

Q.PROJECT FIND

Q.PROJECT FIND

FIND USING...

KEYWORDS

PROJECT PROPERTIES

DATES

SELECT KEYWORD SET

ADD

LOOK UP

LOOK UP KEYWORD: COM

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

ACTIVITY:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT:

SUBROOT: KEYWORD

PLACE:

SHOW:

ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

Q.PROJECT FIND

CLEAR ALL

SEND/RECEIVE STATUS 0%

DONE

FIG. 69

7001

7011

Q.PROJECT FIND

Q.PROJECT FIND

PROJECT PROPERTIES

DATES

PROJECT PROPERTIES TO SEARCH BY:

ALL PROJECT TYPES

PROJECT TYPE 1

PROJECT TYPE 2

PROJECT TYPE 3

PROJECT TYPE 4

PROJECT TYPE 5

PROJECT TYPE 6

PROJECT NAME:

PROJECT TEAM INCLUDES:

TEAM MEMBER:

PROJECT OWNER:

FIND ONLY Q.PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

STATUS: ALL STATUS

DATE RANGE: ENTIRE RANGE

SHOW: ALL

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

7003

7005

7013

7015

7007

FIG. 70

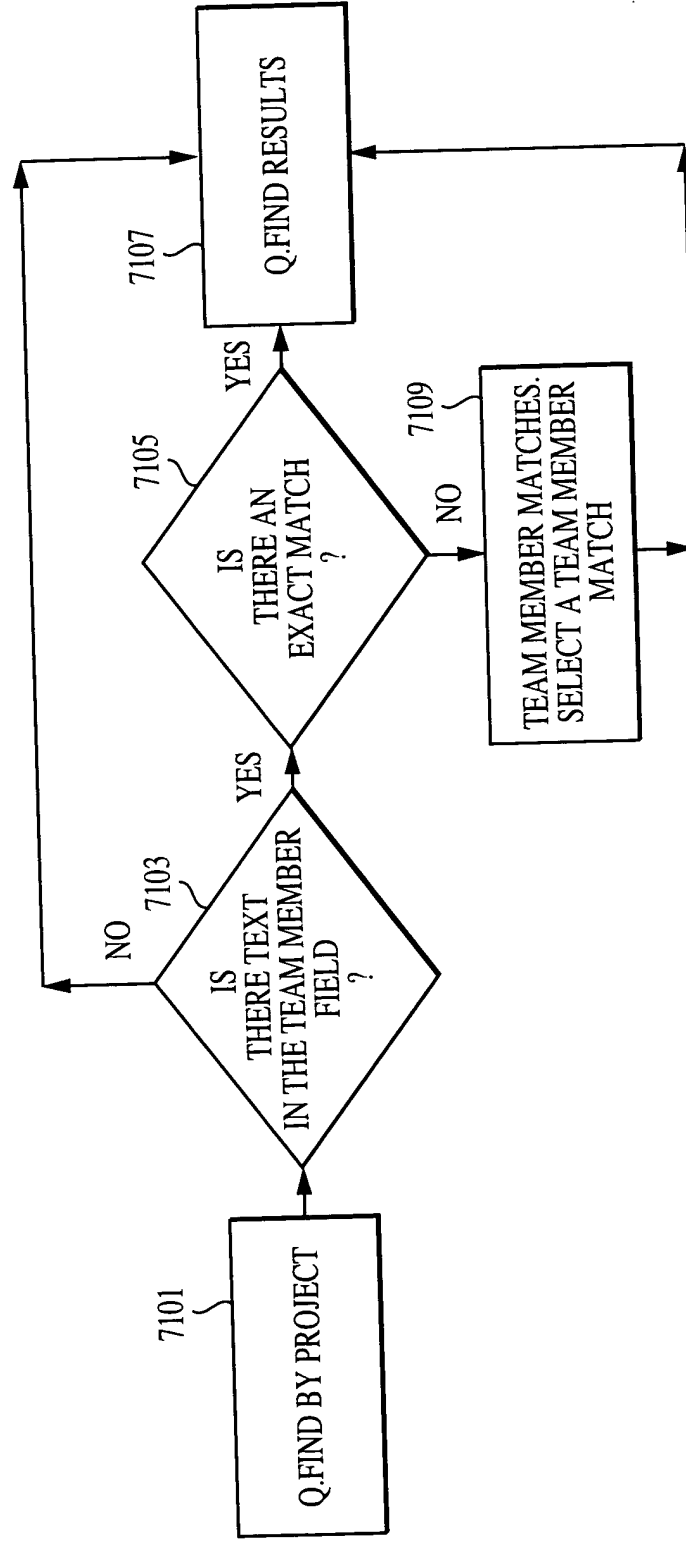


FIG. 71

[illegible]

FIG. 72

7301

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

7307

7305

7309

ADDRESS

INSERT FILE LOCATION

Q KNOW SHORTCUTS

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

SHOW: ALL

DATE RANGE: ENTIRE RANGE

NAME	SIZE	TYPE	DATE MODIFIED	CURRENT VERSION	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	MON 6/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	5 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 5/31/2002 12:00PM	2	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	7 K	MICROSOFT EXCEL WORKSHEET	THU 5/30/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 MB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	3 KB	MICROSOFT EXCEL WORKSHEET	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID	5 KB	MICROSOFT EXCEL WORKSHEET	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED	2 KB	MICROSOFT WORD DOCUMENT	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT	7 K	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

7303

FIG. 73

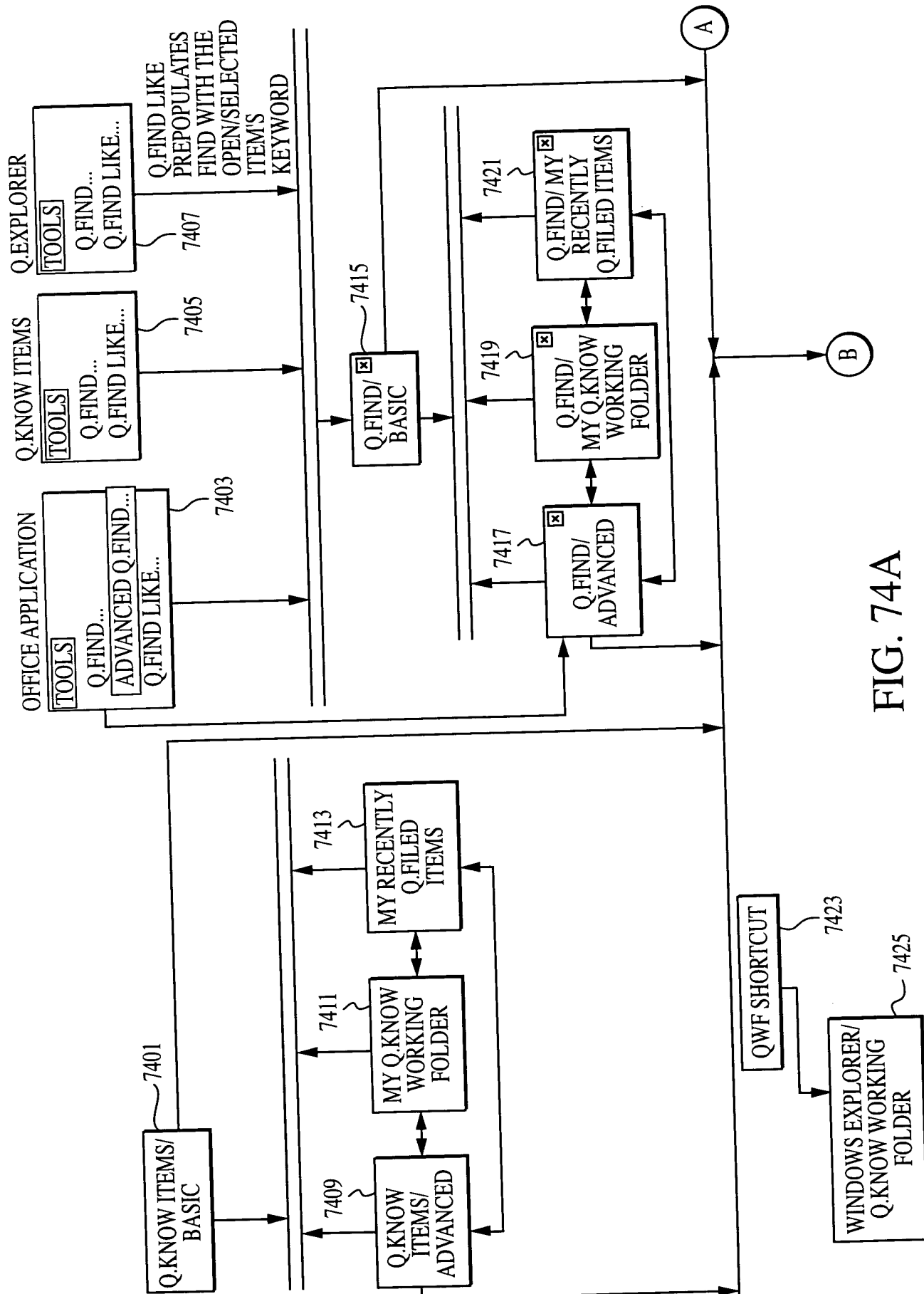


FIG. 74A

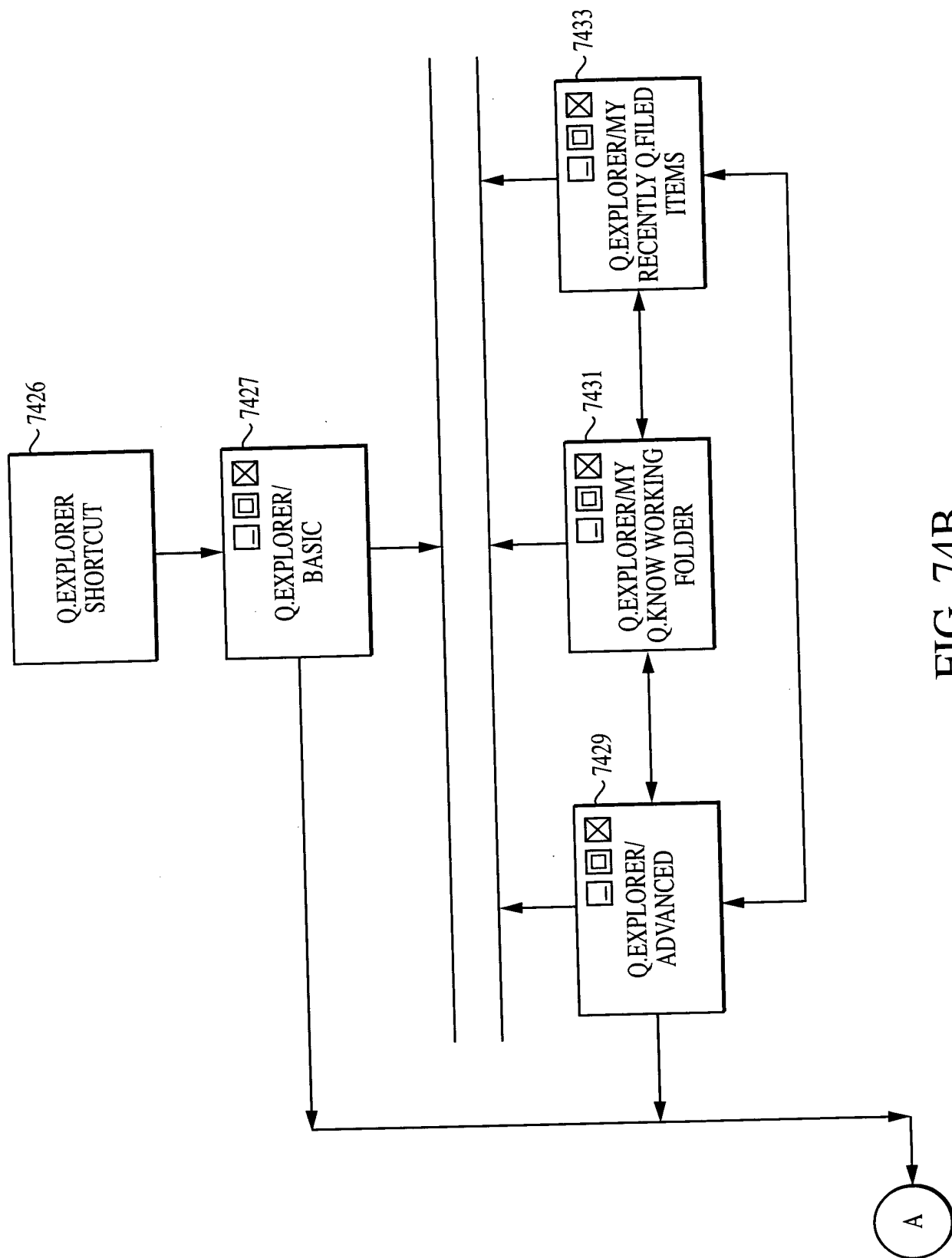


FIG. 74B

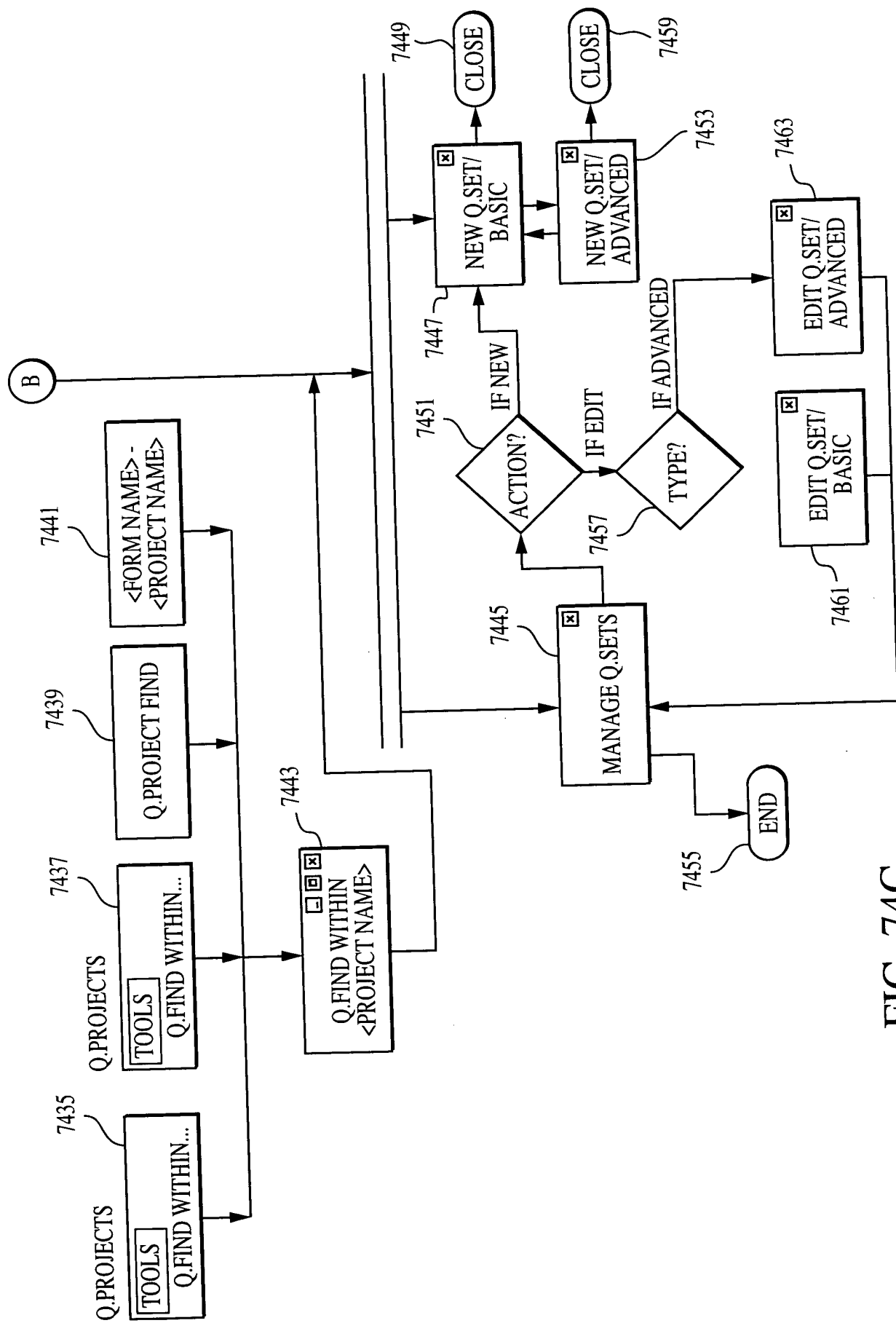


FIG. 74C

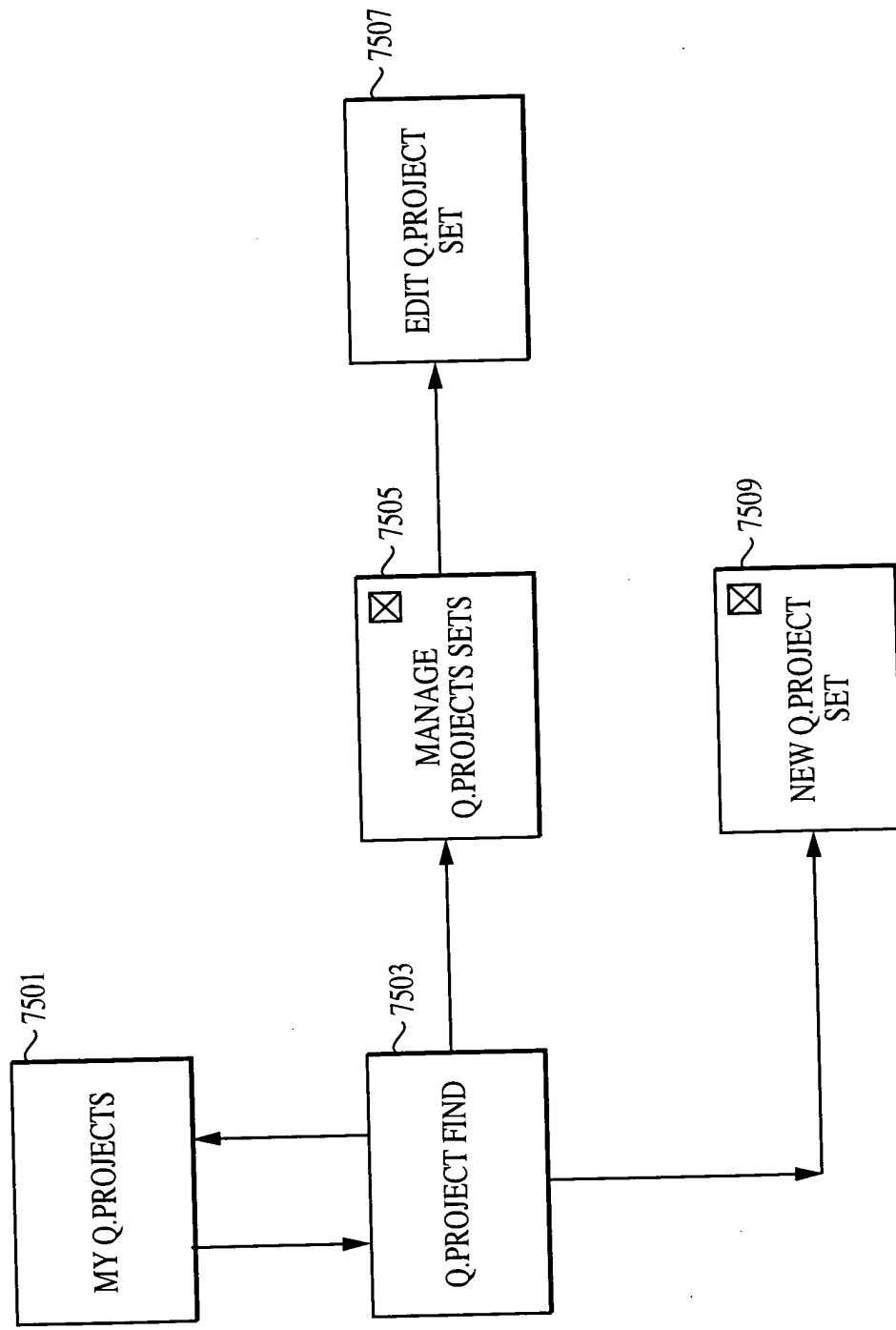


FIG. 75

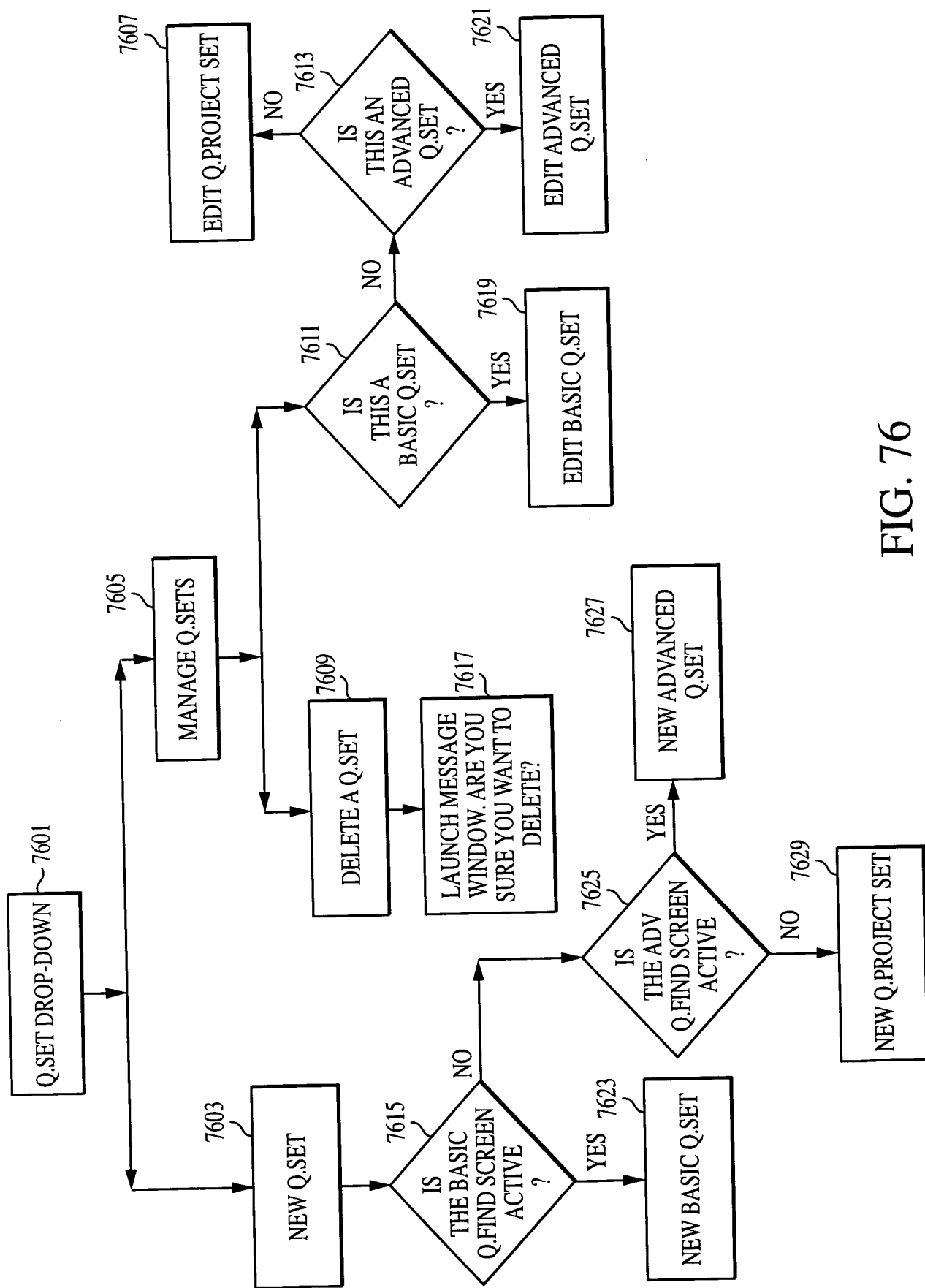


FIG. 76

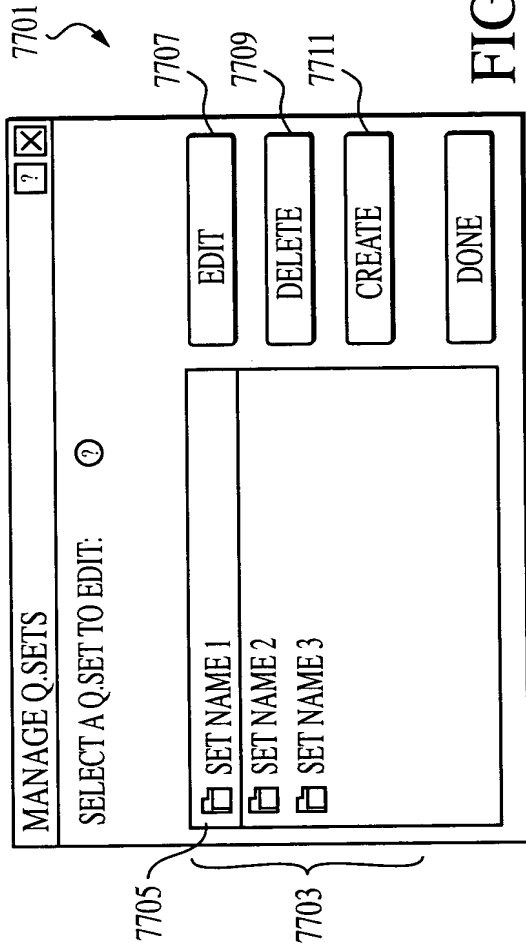


FIG. 77

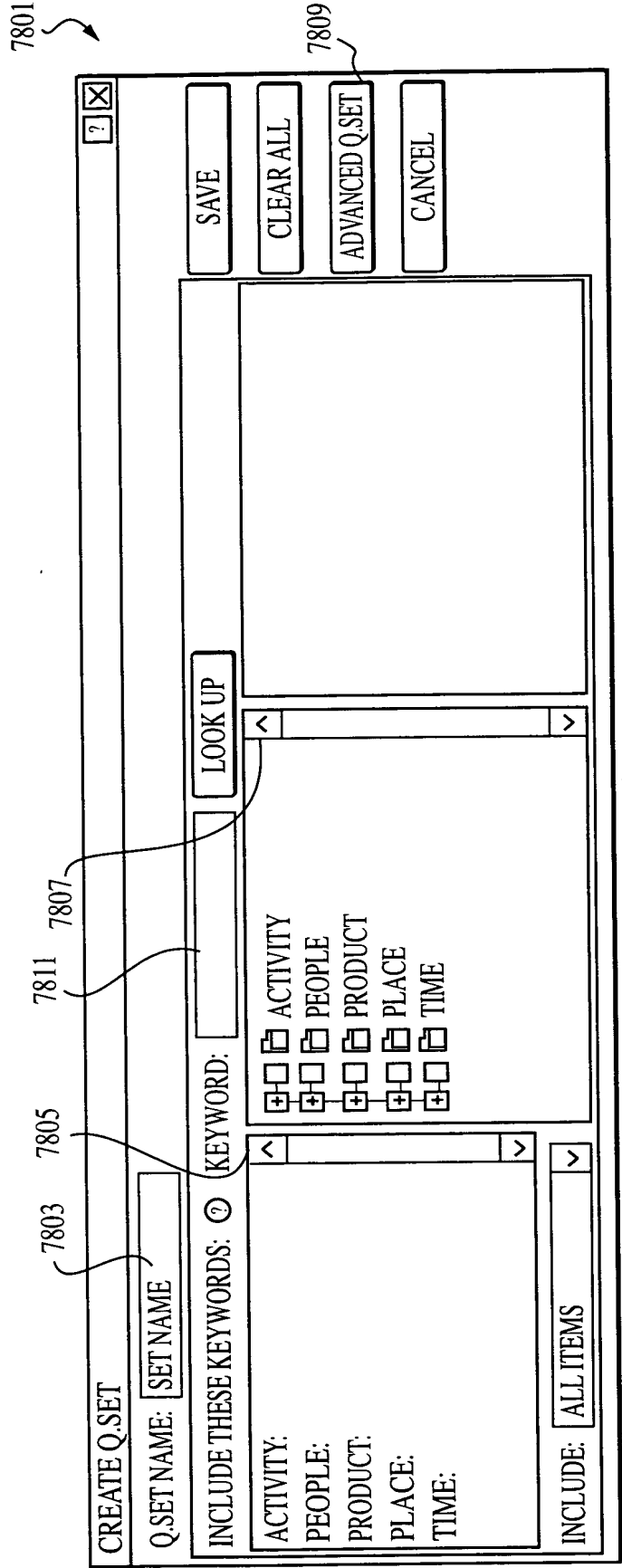


FIG. 78

EDIT Q.SET


Q.SET NAME:

7905

7903

7901

7911

INCLUDE THESE KEYWORDS: 

ACTIVITY: SUBROOT: KEYWORD

☐

☒

+

☐

/

SUBROOT

SUBROOT: KEYWORD

☒

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SUBROOT

SUBROOT: KEYWORD

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SUBROOT

SUBROOT: KEYWORD

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SUBROOT

PEOPLE: SUBROOT: KEYWORD

☒

☐

+

☐

/

SUBROOT

SUBROOT: KEYWORD

☒

☐

+

☒

/

SUBROOT

PLACE: SUBROOT: KEYWORD

☒

☐

/

KEYWORD

PRODUCT:

☐

☐

/

KEYWORD

INCLUDE:

7901

7911

LOOK UP KEYWORD:

LOOK UP

SAVE

CLEAR ALL

CANCEL

FIG. 79

CREATE Q.SET

Q.SET NAME: SET NAME

8011

8003

8005

8007

8001

KEYWORDS

ITEM PROPERTIES

DATE RANGE

LOOK UP

8009

SAVE

CLEAR ALL

BASIC Q.SET

CANCEL

INCLUDE THESE KEYWORDS: ① KEYWORD:

ACTIVITY:

PEOPLE:

PRODUCT:

PLACE:

TIME:

+

+

+

+

+

ACTIVITY

PEOPLE

PRODUCT

PLACE

TIME

+

+

+

+

+

ACTIVITY

PEOPLE

PRODUCT

PLACE

TIME

FIG. 80

FIG. 81

8201

8209

8207

8205

8211

8203

8213

CREATE Q.PROJECT SET

Q.PROJECT SET NAME: SET NAME

INCLUDE THESE KEYWORDS: ☐ KEYWORD:

ACTIVITY:

PEOPLE:

PRODUCT:

PLACE:

TIME:

+

□

ACTIVITY

+

□

PEOPLE

+

□

PRODUCT

+

□

PLACE

+

□

TIME

KEYWORDS

LOOK UP

PROJECT PROPERTIES

DATE RANGE

SAVE

CLEAR ALL

CANCEL

FIG. 82

8301

8309

8307

8305

8311

8303

EDIT Q PROJECT SET

Q PROJECT SET NAME: SET NAME

KEYWORDS LOOK UP

DATE RANGE

SAVE

CLEAR ALL

CANCEL

INCLUDE THESE KEYWORDS: @ KEYWORD:

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

PROJECT PROPERTIES

8313

FIG. 83

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

INSERT Q KNOW TOOLBAR

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

BASIC Q FIND

SHOW:

ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECUTUER	MON 6/3/2002 12:00PM	3 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECUTUER	FRI 1/31/2002 12:00 PM	91 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW

Q FILE DETAILS

8411

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

ID:

0000-00000-00005867

BROKER:

AON

CEDANT:

CHUBB

INSURED:

AMERICAN AIRLINES

U/W YEAR:

2003

COMPANY:

REINSURANCE

DIVISION:

INCEPTION DATE:

10/1/2003

EXPIRY DATE:

9/30/2004

TERM:

12 MOS

ORIG. CURRENCY:

USD

EPI:

\$150,000

SUM INSURED:

\$10,000,000

UPPER LIMIT:

\$11,000,000

LOWER LIMIT:

\$1,000,000

DEDUCTIBLE:

\$1,000,000

PROD. TYPE:

EXCESS OF LOSS

PROD. CLASS:

AIRCRAFT/AVIATION (LIABILITY/HULL)

MY SHORTCUTS

OTHER SHORTCUTS

SEND/RECEIVE STATUS 0%

FIG. 84

Q.KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE <INSERT Q.KNOW TOOLBAR>

BACK

Q.KNOW ITEMS

ADDRESS <INSERT FILE LOCATION>

GO

LOOK FOR ITEMS IN: Q.KNOW SERVER MY Q.KNOW WORKING FOLDER MY RECENTLY Q. FILED ITEMS

BASIC Q.FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

Q.KNOW ITEMS	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
Q.PROJECTS	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
CALENDAR	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
CONTACTS	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
TASKS	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
NOTES	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
DELETED ITEMS	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW Q.FILE DETAILS 8411

CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM

MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM

ACTIVITY: SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

DONE

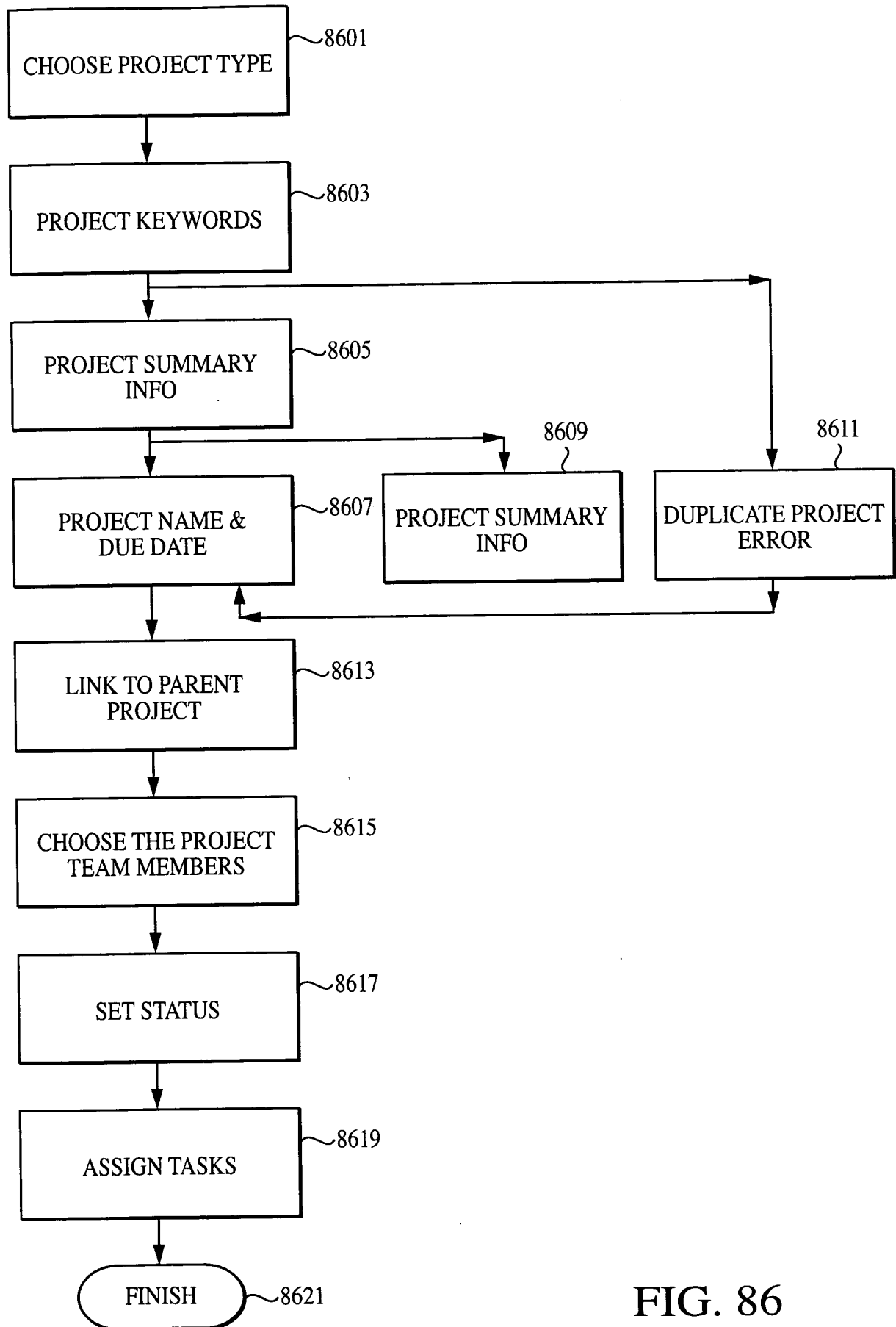


FIG. 86

8701

8703

8705

CREATE A NEW PROJECT -- STEPS 1 AND 2

WELCOME TO THE Q.PROJECT WIZARD

STEP 1: WHAT IS THE NATURE OF THIS PROJECT?

----- UNDERWRITING -----

SUBMISSIONS

RETROCESSIONS

----- CLAIMS -----

INWARD

OUTWARD

STEP 2: HOW ELSE DO YOU WANT TO IDENTIFY IT?

NEW

RENEWAL

ENDORSEMENT

WHEN YOU'RE READY TO GO ON, CLICK NEXT.

NEXT >

CANCEL

FIG. 87

8801

8803

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #

WHAT SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

BROKER:* SELECT ONE ▼

CEDANT:* SELECT ONE ▼

INSURED:* SELECT ONE ▼

U/W YR:* SELECT ONE ▼

PROD. TYPE:* SELECT ONE ▼

PROD. CLASS:* SELECT ONE ▼

COMPANY:* SELECT ONE ▼

DIVISION:* SELECT ONE ▼

<BACK

NEXT >

CANCEL

FIG. 88

8901



CREATE A NEW <Q PROJECT TYPE>... STEP # OF #

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

	OWNER	NAME	DATE MODIFIED
<input type="radio"/>	OWNER NAME	1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/>	OWNER NAME	2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/>	OWNER NAME	3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/>	OWNER NAME	4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/>	OWNER NAME	5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

FIND OTHER PROJECT

INSERT INLINE HELP IF APPLICABLE. LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY RIBH.

<BACK

NEXT >

CANCEL

8903

8905

FIND OTHER PROJECT

FIG. 89

9001

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS PROJECT?
NEXT TO EACH ITEM BELOW, EITHER TYPE THE NECESSARY INFORMATION, OR CLICK THE DOWN ARROW AND SELECT THE APPROPRIATE OPTION FROM THE LIST.

TERM:*	<div style="border: 1px solid black; padding: 2px;">SELECT ONE</div> ▼	ORIG. CURRENCY:	<div style="border: 1px solid black; padding: 2px;">SELECT ONE</div> ▼	} 9003
INCEPTION DATE:*	<div style="border: 1px solid black; padding: 2px;">NONE</div> ▼	EPI:	<div style="border: 1px solid black; height: 20px;"></div>	
EXPIRY DATE:*	<div style="border: 1px solid black; padding: 2px;">NONE</div> ▼	SUM INSURED:	<div style="border: 1px solid black; height: 20px;"></div>	
		UPPER LIMIT:	<div style="border: 1px solid black; height: 20px;"></div>	
		LOWER LIMIT:	<div style="border: 1px solid black; height: 20px;"></div>	
		DEDUCTIBLE:	<div style="border: 1px solid black; height: 20px;"></div>	

<BACK

NEXT >

CANCEL

FIG. 90

9101

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT NAME WOULD YOU LIKE TO GIVE THIS PROJECT, AND WHEN IS THE PROJECT DUE?
WE'VE SUGGESTED A NAME FOR THE PROJECT BASED ON THE INFORMATION YOU ENTERED, YOU CAN KEEP, EDIT, OR REPLACE THE SUGGESTED NAME. NEXT TO PROJECT DUE DATE, SPECIFY THE DATE THAT ALL WORK ON THE PROJECT MUST BE COMPLETED.

PROJECT NAME:

AMERICAN AIR-AVIATION-XOL-UW-YR2003

 PROJECT DUE DATE: ▼

PROJECT NO: 0000-000000-00005867

PROJECT STATUS:
 ● STATUS 1: DESCRIPTION OF STATUS.
○ STATUS 2: DESCRIPTION OF STATUS.
○ STATUS 3: DESCRIPTION OF STATUS.
○ STATUS 4: DESCRIPTION OF STATUS.

<BACK

NEXT >

CANCEL

FIG. 91

9201

×

CREATE A NEW <Q PROJECT TYPE>-- STEP # OF #

WHO WILL BE THE TEAM MEMBERS FOR THIS PROJECT?

NEXT TO EACH ROLE BELOW, SPECIFY THE NAME(S) OF THE PEOPLE WHO ARE IN THAT ROLE. LATER, YOU'LL BE ABLE TO ASSIGN TASKS TO THE WORKGROUP MEMBERS YOU ENTER HERE.

TO ENTER A NAME, TYPE IT IN A FIELD, OR CLICK THE ADDRESS BOOK ICON NEXT TO THE FIELD.

TO ENTER MULTIPLE NAMES, SEPARATE EACH NAME WITH A SEMI-COLON (;).

OWNER.*

9203

UNDERWRITING.*

9205

LEGAL REP.*

FINANCE.*

EXTENDED TEAM MEMBERS:

INTERNAL: 9207

CLICK BUTTON TO EDIT.

EDIT INTERNAL

EXTERNAL: 9209

CLICK BUTTON TO EDIT.

EDIT EXTERNAL

EXTENDED TEAM MEMBERS ARE CONTACTS THAT SHOULD BE NOTIFIED OF KEY Q PROJECT MILESTONES, BUT DO NOT HAVE Q PROJECT RESPONSIBILITIES.

<BACK

NEXT >

CANCEL

FIG. 92

9301

9303

9305

9307

CREATE A NEW <Q.PROJECT TYPE> --STEP # OF #

WHO SHOULD BE ASSIGNED TO EACH PROJECT TASK, AND BY WHAT DATE MUST EACH TASK BE COMPLETED?
EACH OF THE TASKS LISTED HERE MUST BE COMPLETED BEFORE THIS PROJECT CAN BE CLOSED. TO THE RIGHT OF EACH TASK NAME, SELECT THE APPROPRIATE WORKGROUP MEMBER FOR THAT TASK. THEN, PICK THE DATE THE TASK MUST BE COMPLETED.

<input type="checkbox"/>	<input type="checkbox"/>	TASK NAME	ASSIGNED TO	DUE DATE
<input checked="" type="checkbox"/>		FILE ORIGINAL OFFER (3RD PARTY)	PERRY YAO * ▼	THU 9/5/2002 * ▼
<input checked="" type="checkbox"/>		CAPTURE DEAL DATA	CARL SHELBY * ▼	TUE 9/10/2002 * ▼
<input checked="" type="checkbox"/>		OBTAIN COVER NOTE/ SLIP	JOE EMPLOYEE * ▼	NONE * ▼
<input checked="" type="checkbox"/>	<input type="checkbox"/>	RUN PRICING MODEL	SABINE POWERS * ▼	NONE * ▼
		PRICING MODELS.DOC [RENAME]		


<BACK NEXT > CANCEL

FIG. 93

9401

9403

DUPLICATES FOUND

 SIMILIAR PROJECTS HAVE BEEN FOUND.
PLEASE REVIEW THE PROJECTS BELOW TO ENSURE THAT A DUPLICATE PROJECT IS NOT CREATED.
DOUBLE-CLICK ON A PROJECT NAME TO VIEW ITS SUMMARY.

I	OWNER	NAME	DATE MODIFIED
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

☒ NONE OF THESE

SELECT THE PROJECT YOU WOULD LIKE TO USE INSTEAD.
INSERT IN-LINE HELP.

OK

FIG. 94

9501

Q.PROJECTS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

CREATE LIKE

ADD Q.NOTE

BACK

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

PREVIEW OF

Q.PROJECTS

Q.PROJECTS

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

Q.PROJECTS

MY Q.PROJECTS: TYPE: ALL TYPES: STATUS: PENDING AND ACTIVE

PROJECT NAME

PROJECT TYPE

PROJECT #

OWNER

LAST MODIFIED

STATUS

NY POST-EO-TTY-UW-YR2003

SUBMISSION

F2475438-5E1A-461D-9E77-8090652B4F0A

MORRIS WALTON

TUE, 9/10/2002

ACTIVE

EXXON MOBILE-AUTO-XOL-UW-YR2003

SUBMISSION

F9475438-5E1A-461D-9E77-6390652B4F0V

CAROL WEATHERBY

MON, 9/9/2002

ACTIVE

SCANDIA-XOL-UW-YR2003

RENEWAL

F9475438-5E1A-461C-9E77-7490652B4F3R

BRENDON BIALYSTOCK

FRI 9/13/2002

PENDING

AMERICA-AIR-AVIATION-XOL-UW-YR2003

SUBMISSION

F9475438-5E1A-461D-9E77-7390652B4F0E

JOE EMPLOYEE

WED, 9/4/2002

PENDING

BOEING AVIATION-XOL-UW-YR2003

ENDORSEMENT

F9475438-5E1A-461B-9E77-8390652B4E2T

MELISSA SMALL

TUE, 8/27/2002

PENDING

PURDENTAL-PROPERTY-XOL-UW-YR2003

SUBMISSION

F9475438-5E1A-461A-9E77-2390652B4F7P

JASON KIRK

TUE, 8/27/2002

ACTIVE

SUMMARY

TASKS

DOCUMENTS

MESSAGES

FORMS

CALENDAR

CONTACTS

HISTORY

LINKED Q.PROJECTS

KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003

DUE: TUE 10/1/2002

STATUS: PENDING

EDIT

<PROJECT TYPE>

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

FIG. 95

9505

9601

Q PROJECTS

FILE TOOLS HELP

CREATE LIKE ▾ ADD Q.NOTE VIEW HISTORY INSERT FROM Q.NOW CAPTURE FORMS DATA VIEW ATTACHMENTS? INVITE INPUT REQUEST APPROVAL LINK TO Q.PROJECT ▾

TYPE A QUESTION FOR HELP ▾

MY Q.PROJECTS: TYPE: ALL TYPES: ▾ STATUS: PENDING AND ACTIVE ▾ Q.PROJECT FIND

PROJECT NAME	PROJECT TYPE	PROJECT #	OWNER	LAST MODIFIED ▾	STATUS
NY POST-EO-ITTY-UW-YR2003	SUBMISSION	F2475438-5E1A-461R-9E77-8090652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE
EXXON MOBILE-AUTO-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE
SCANDIA-XOL-UW-YR2003	RENEWAL	F9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING
AMERICA-AIR-AVIATION-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED, 9/4/2002	PENDING
BOEING AVIATION-XOL-UW-YR2003	ENDORSEMENT	F9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING
PURDENTIAL-PROPERTY-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461A-9E77-2390652B4F7P	JASON KIRK	TUE, 8/27/2002	ACTIVE

SUMMARY TASKS DOCUMENTS MESSAGES FORMS CALENDAR CONTACTS HISTORY LINKED Q.PROJECTS KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003 ?

NEW SUBMISSION

DUE: TUE 10/1/2002 STATUS: PENDING

EDIT

ID: 0000-00000-000005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

UW YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

FIG. 96

9505

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP

TYPE A QUESTION FOR HELP

INVITE INPUT | REQUEST APPROVAL | CAPTURE FORMS DATA | PREVIEW OFFLINE | RESOURCE LIBRARY | CREATE LIKE | ADD Q.NOTE | Q.FIND WITHIN Q.PROJECT

AMERICAN AIR-AVIATION-XOL-UW-YR2003

PROJECT TYPE

STATUS: PENDING

SAVE SUMMARY

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

OWNER: JOE EMPLOYEE JEMPLOYEE@RENRE.COM

TASKS

DOCUMENTS

MESSAGES

FORMS

CALENDAR

CONTACTS

HISTORY

LINKED Q.PROJECTS

KEYWORDS

10

FULL NAME

COMPANY

BUSINESS PHONE

BUSINESS FAX

MOBILE PHONE

JOE EMPLOYEE

RENRE

(408) 555-7891

(408) 555-7892

(408) 555-7893

SABINE POWERS

RENRE

(408) 555-1234

(408) 555-1235

(408) 555-1236

WALTER MATHERS

Y AON

(408) 555-2345

(408) 555-2346

(408) 555-2347

ADRIAN RIVERA

Y CHUBB

(408) 555-3456

(408) 555-3457

(408) 555-3458

CARL SHELBY

RENRE

(408) 555-4567

(408) 555-4568

(408) 555-4569

HAL SMITH

RENRE

(408) 555-5678

(408) 555-5679

(408) 555-5671

PERRY YAO

RENRE

(408) 555-6789

(408) 555-6780

(408) 555-6781

555-REASON CODE DETAIL

ORIG. CURRENCY: USD

WMATHERS@AON.COM

ARIVERA@CHUBB.COM

CSHELBY@RENRE.COM

HSMITH@RENRE.COM

PYAO@RENRE.COM

SAVE SUMMARY

NEW CONTACT








FIG. 97

9801

Q PROJECT <TYPE> RESOURCE LIBRARY

☐ ☐ ☐ ☐

<Q PROJECT TYPE>
 DOUBLE CLICK A FILE TO PREVIEW IT. CLICK ADD ITEM TO ADD A FILE. CLICK REMOVE ITEM TO REMOVE A FILE. EDIT AN ITEM BY RIGHT-CLICKING ON THE ITEM AND SELECTING CHECK OUT.

SHOW: ▾ ALL		DATE RANGE: ENTIRE RANGE ▾	
<input type="checkbox"/>	NAME	CHECKED OUT BY	DATE MODIFIED ▾
	LOREM IPSUM DOLOR SIT AMET		MON 6/3/2002 12:00PM
	LOREM IPSUM DOLOR SIT AMET	FIRST LASTNAME	FRI 5/31/2002 12:00PM
	EPSUM FACTORIAL NON DEPOSIT		FRI 5/31/2002 12:00PM
	EPSUM FACTORIAL NON DEPOSIT	FIRST LASTNAME	THU 5/30/2002 12:00PM
	EPSUM FACTORIAL NON DEPOSIT		WED 5/29/2002 12:00PM
	LOREM IPSUM DOLOR SIT AMET		MON 3/3/2002 12:00PM
	LOREM IPSUM DOLOR SIT AMET		FRI 1/31/2002 12:00PM

ADD ITEM

CHECK OUT ITEM

REMOVE ITEM

DONE

FIG. 98

BASIC Q.FIND

FIND USING...
 ACTIVITY: SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 INCLUDE: ALL ITEMS

KEYWORD SET: [KEYWORD SET] USE [] LOOK UP [X]
 FINANCIAL SERVICES: COMMERCIAL LENDING
 MARKETING: MARCOM
 PEOPLE: COMPETITION
 STORAGE: COMPRESSION
 ADD "COM" TO KEYWORD LIST

SHOW:	CHECKED OUT BY	NAME	DATE RANGE:	ENTIRE RANGE	DATE MODIFIED	SIZE
[F]	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER			MON 6/3/2002 12:00PM	3 KB
[C]	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			FRI 5/31/2002 12:00PM	5 KB
[W]	FIRST LASTNAME	EFSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			FRI 5/31/2002 12:00PM	2 KB
[S]	FIRST LASTNAME	EFSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			THU 5/30/2002 12:00PM	7-K
[S]	FIRST LASTNAME	EFSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			WED 5/29/2002 12:00PM	2.5 MB
[W]	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			MON 3/3/2002 12:00PM	80 KB
[W]	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			MON 3/3/2002 12:00PM	80 KB

TYPE OF RESOURCE ITEM: SELECT... [v]
 ADD TO RESOURCE LIBRARY CANCEL

10001

ADD <FILENAME> TO Q PROJECT <TYPE> RESOURCE LIBRARY

FIND A FILE TO ADD TO THE <PROJECT TYPE> TEMPLATE

BASIC Q.FIND

SHOW: ALL

SEARCH

VIEW

PRINT

HELP

DATE RANGE: ENTIRE RANGE

DATE MODIFIED	SIZE
MON 6/3/2002 12:00PM	3 KB
FRI 5/31/2002 12:00PM	5 KB
FRI 5/31/2002 12:00PM	2 KB
THU 5/30/2002 12:00PM	7 KB
WED 5/29/2002 12:00PM	2.5 MB
MON 3/3/2002 12:00PM	80 KB
MON 3/3/2002 12:00PM	80 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH
EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM
VENIAM, QUIS NOSTRUD EXERCI TATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA
COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE
MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET
IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

TYPE OF RESOURCE ITEM: SELECT...

ADD TO RESOURCE LIBRARY

CANCEL

10003

FIG. 100

10005

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (READ ONLY)

FILE ACTIONS HELP

TYPE A QUESTION FOR HELP

INVITE INPUT | REQUEST APPROVAL | CAPTURE FORMS DATA | PREVIEW OFFLINE | RESOURCE LIBRARY | CREATE LIKE | ADD Q.NOTE | Q.FIND WITHIN Q.PROJECT

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

EDIT SUMMARY

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

TASKS | DOCUMENTS | MESSAGES | FORMS | CALENDAR | CONTACTS | HISTORY | LINKED Q.PROJECTS | KEYWORDS

CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM

MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM

ACTIVITY: SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

FIG. 101

The screenshot shows the 'Q PROJECT FIND - MICROSOFT OUTLOOK' application window. The interface includes a menu bar (FILE, EDIT, VIEW, FAVORITES, TOOLS, ACTIONS, HELP), a toolbar with icons for file operations and project management, and a main workspace divided into several panes. The top pane displays a list of project items with columns for TYPE, DATE RANGE, NAME, DATE MODIFIED, and SIZE. The middle pane shows a detailed view of a selected project (10203), including a list of items and a detailed view of the selected item. The bottom pane shows a list of project items. The window has a title bar that reads 'Q PROJECT FIND - MICROSOFT OUTLOOK'.

FIG. 102

10301

Q.PROJECT FIND - MICROSOFT INTERNET EXPLORER

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X

Q.REPLY Q.FORWARD

Q.CREATE LIKE ADD Q.NOTE

VIEW HISTORY INSERT FROM Q.KNOW CAPTURE FORMS DATA

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

SEND/RECEIVE FIND REQUEST APPROVAL LINK TO Q.PROJECT SUBMIT PREVIEW OF

ADDRESS <INSERT FILE LOCATION>

GO

Q.PROJECTS

Q.PROJECT FIND

CLEAR ALL

10303

PROJECT PROPERTIES TO SEARCH BY: 10305

ALL PROJECT TYPES

PROJECT TYPE 1

PROJECT TYPE 2

PROJECT TYPE 3

PROJECT TYPE 4

PROJECT TYPE 5

PROJECT TYPE 6

STATUS: PENDING AND ACTIVE

PROJECT NAME: 10307

PROJECT TEAM INCLUDES:

TEAM MEMBER:

PROJECT OWNER:

FIND ONLY Q.PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

10213

10309

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

PROJECT NAME

PROJECT TYPE

PROJECT #

OWNER

LAST MODIFIED

STATUS

SEND/RECEIVE STATUS 0%

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

10205

FIG. 103

10401

Q.PROJECT FIND

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

CREATE LIKE

ADD Q.NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

SUBMIT

PREVIEW OF

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

TYPE A CONTACT TO FIND

SEND/RECEIVE

FIND

FORWARD

REPLY TO ALL

REPLY

X

ADDRESS

INSERT FILE LOCATION

Q.PROJECTS

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

SEARCH BY: ?

10403

SEARCH BY:

☒ DATE LAST MODIFIED

☐ DATE Q.FILED

☐ DATE COMPLETED

☐ DATE DUE

DATE RANGE:

☐ ENTIRE RANGE

FROM: 7/24/2002

THROUGH: TODAY

JULY 2002

S M T W T F S

30 1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31 1 2 3

4 5 6 7 8 9 10

TODAY

MY Q.PROJECTS

Q.PROJECT FIND

CLEAR ALL

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

PROJECT NAME

PROJECT TYPE

PROJECT #

ER

LAST MODIFIED

STATUS

SEND/RECEIVE STATUS 0%

MY SHORTCUTS

OTHER SHORTCUTS

DONE

10205

FIG. 104

10501

10503

10505

Q PROJECT FIND - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

CREATE LIKE

ADD Q.NOTE

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

SEND

RECEIVE

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

SEND

RECEIVE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

PREVIEW OF

GO

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

?

Q PROJECTS

10507

ADDRESS

INSERT FILE LOCATION

Q PROJECT FIND

SELECT Q PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

MY Q PROJECTS

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

10509

PROJECT TYPE

PROJECT #

OWNER

LAST MODIFIED

STATUS

NY POST-EO-TTY-UW-YR2003

EXXON MOBILE-AUTO-XOL-UW-YR2003

SCANDIA-XOL-UW-YR2003

AMERICA-AIR-AVIATION-XOL-UW-YR2003

BOEING AVIATION-XOL-UW-YR2003

PURDENTIAL-PROPERTY-XOL-UW-YR2003

SUBMISSION

SUBMISSION

RENEWAL

SUBMISSION

ENDORSEMENT

SUBMISSION

F2475438-5E1A-461R-9E77-8090652B4FOA

F9475438-5E1A-461D-9E77-6390652B4FOV

F9475438-5E1A-461C-9E77-7490652B4F3R

F9475438-5E1A-461D-9E77-7390652B4FOE

F9475438-5E1A-461B-9E77-8390652B4F2T

F9475438-5E1A-461A-9E77-2390652B4F7P

MORRIS WALTON

CAROL WEATHERBY

BRENDON BIALYSTOCK

JOE EMPLOYEE

MELISSA SMALL

JASON KIRK

TUE, 9/10/2002

MON, 9/9/2002

FRI 9/13/2002

WED, 9/4/2002

TUE, 8/27/2002

TUE, 8/27/2002

ACTIVE

ACTIVE

PENDING

PENDING

PENDING

ACTIVE

SUMMARY

TASKS

DOCUMENTS

FORMS

CALENDAR

CONTACTS

HISTORY

LINKED Q PROJECTS

KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

ID: 0000-00000-000005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

EDIT

FIG. 105

10701

LINK TO Q PROJECT

TO LINK AN EXISTING <OUTLOOK ITEM> TO THE Q PROJECT, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND

SHOW: ALL

DATE RANGE: ENTIRE RANGE

<input type="checkbox"/>	FULL NAME	<input type="checkbox"/>	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
<input type="checkbox"/>	FIRST LASTNAME	Y	COMPANY NAME	(703) 555-1212	(703) 555-1220	(703) 555-1227	NAME@COMPANY.COM
<input type="checkbox"/>	FIRST LASTNAME	Y	COMPANY NAME	(703) 555-1213	(703) 555-1221	(703) 555-1228	NAME@COMPANY.COM
<input type="checkbox"/>	FIRST LASTNAME		COMPANY NAME	(703) 555-1214	(703) 555-1222	(703) 555-1229	NAME@COMPANY.COM
<input type="checkbox"/>	FIRST LASTNAME	Y	COMPANY NAME	(703) 555-1215	(703) 555-1223	(703) 555-1230	NAME@COMPANY.COM
<input type="checkbox"/>	FIRST LASTNAME		COMPANY NAME	(703) 555-1216	(703) 555-1224	(703) 555-1231	NAME@COMPANY.COM
<input type="checkbox"/>	FIRST LASTNAME		COMPANY NAME	(703) 555-1217	(703) 555-1225	(703) 555-1232	NAME@COMPANY.COM
<input type="checkbox"/>	FIRST LASTNAME		COMPANY NAME	(703) 555-1218	(703) 555-1226	(703) 555-1233	NAME@COMPANY.COM

PREVIEW

Q FILE DETAILS

LINKED ITEMS

<Q KNOW FILING MESSAGE>

FILING SUMMARY

LINKED Q PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINK TO Q PROJECT

CANCEL

10605

FIG. 107

10607

10801

?

X

SELECT KEYWORDS FROM LINKED Q.PROJECT KEYWORDS

10805

CLEAR SUMMARY

10803a

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

<DATE MODIFIED?>

<STATUS>

☐

SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

10803b

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

4/13/2002

<STATUS>

☒

SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

FIG. 108

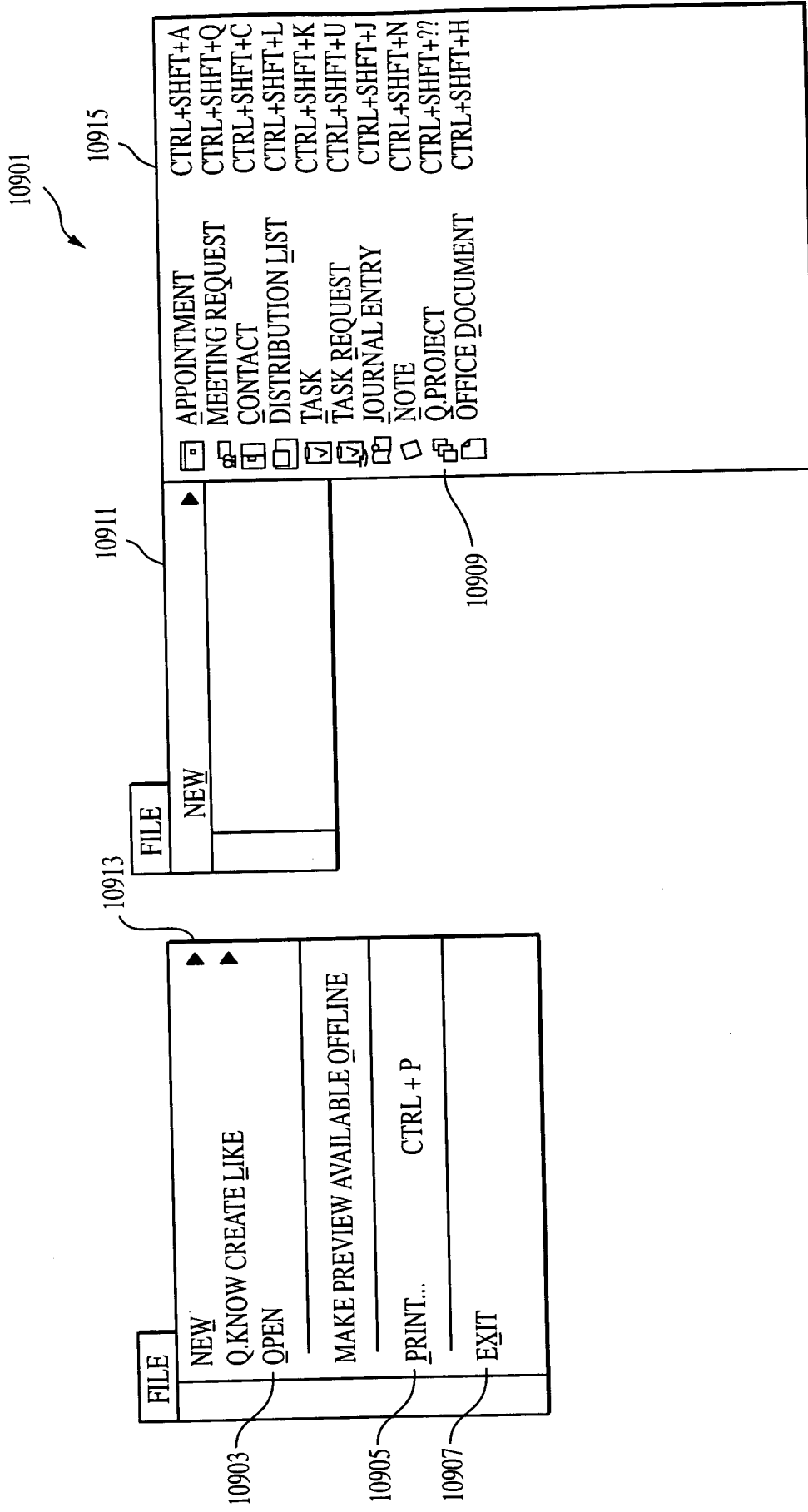


FIG. 109

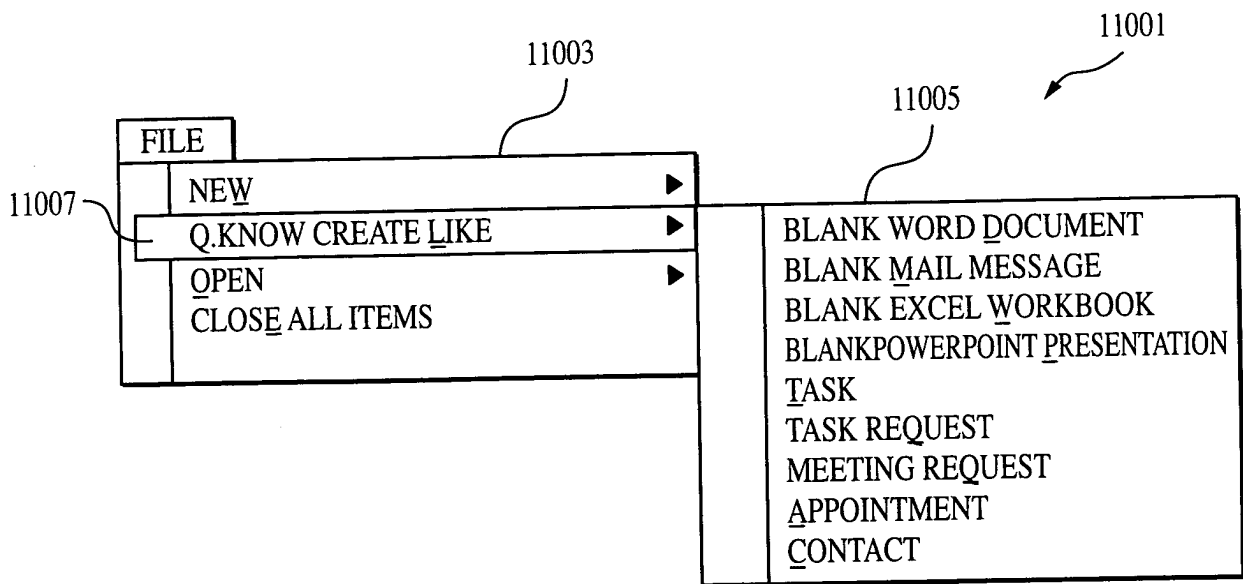


FIG. 110

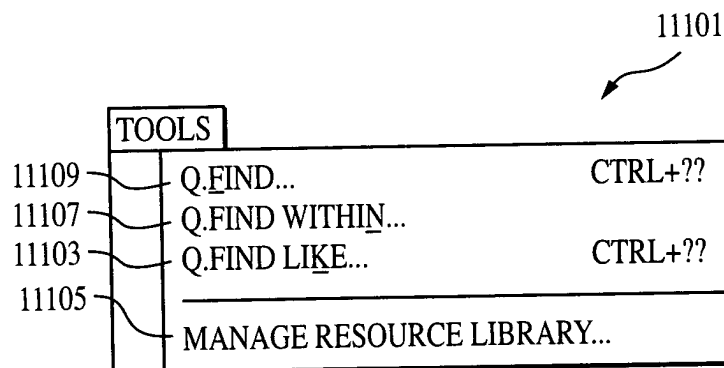


FIG. 111

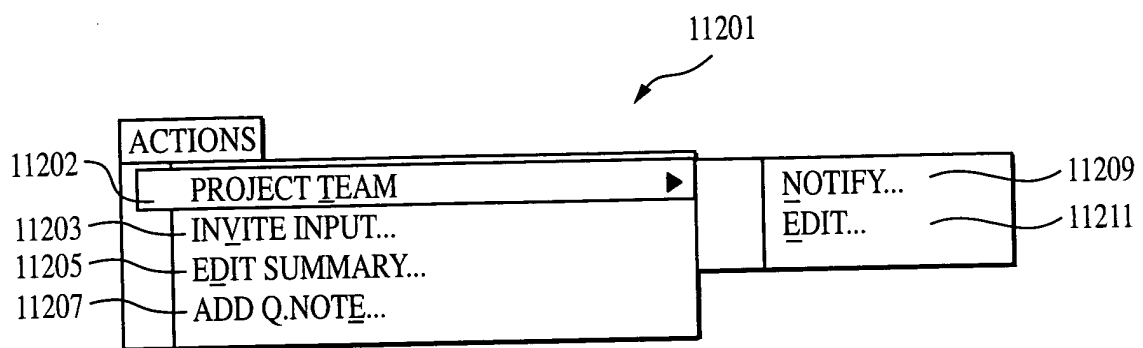


FIG. 112

11301

11305

11306

11309

11303

11311

11307

11313

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN:

☒ Q.KNOW SERVER
 ☐ MY Q.KNOW WORKING FOLDER
 ☐ MY RECENTLY Q.FILED ITEMS

ADVANCED Q.FIND

☒ Q.FIND
 ☒ Q.FIND
 ☒ Q.FIND

INCLUDE:

☐ MS OUTLOOK ITEMS
 ☐ MS OUTLOOK TASKS
 ☒ MS OFFICE DOCUMENTS
 ☐ Q.PROJECTS
 ☐ OTHERS

SELECT Q.SET

ADD

KEYWORDS

ITEM PROPERTIES

DATES

FIND THIS TEXT:

WITHIN ITEM NAME:

WITHIN ITEM:

Q.FIND

CLEAR ALL

BASIC Q.FIND

SHOW:

MS EXCEL ONLY

DATE RANGE:

ENTIRE RANGE

Q.

0

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

OPEN

CANCEL

FIG. 113

11401

11407

11405

11409

11403

?

×

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN: ☐ Q.KNOW SERVER ☒ MY Q.KNOW WORKING FOLDER ☐ MY RECENTLY Q.FILED ITEMS

SHOW: ▾

MS EXCEL ONLY ▾

DATE RANGE: ENTIRE RANGE ▾

Q. ☐

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

Q ☒

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES

THU 5/30/2002 12:00 PM

7K

Q ☒

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES

WED 5/29/2002 12:00 PM

2.5 MB

FILE NAME:

OPEN

CANCEL

FIG. 114

Figure 1 is a screenshot of a file explorer window titled "OPEN Q.KNOW ITEM - MS EXCEL". The window displays a list of files with the following columns: "Q." (checkbox), "CHECKED OUT BY", "NAME", "DATE MODIFIED", and "SIZE". The files listed are:

Q.	CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO	THU 5/30/2002 12:00 PM	7K
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON	WED 5/29/2002 12:00 PM	2.5 MB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO	FRI 1/31/2002 12:00 PM	3 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID	FRI 1/31/2002 12:00 PM	5 KB

The window also includes search filters at the top: "LOOK FOR ITEMS IN: Q.KNOW/SERVER" (selected), "Q.KNOW WORKING FOLDER", and "MY RECENTLY Q. FILED ITEMS". A "DATE RANGE: LAST 30 DAYS" filter is also present. At the bottom right, there are buttons for "OPEN" and "CANCEL". The window title bar shows "OPEN Q.KNOW ITEM - MS EXCEL" and standard window controls (minimize, maximize, close).

FIG. 115

[illegible]

11701

11709

11711

11705

11703

SAVE AS Q.KNOW/ITEM - APPLICATION NAME

SAVE IN: ☐ Q.KNOW SERVER ☒ MY Q.KNOW WORKING FOLDER

SHOW: ALL ☐

DATE RANGE:

NAME	SIZE	TYPE	DATE MO...	CURRENT VERSION	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD...	MON 6/3...		1 FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	5 KB	MICROSOFT POWER...	FRI 5/31...		2 FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD...	FRI 5/31...		1 FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	7 K	MICROSOFT EXCEL...	THU 5/3...		1 FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 MB	MICROSOFT EXCEL...	WED 5/2...		1 FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	80 KB	MICROSOFT WORD...	MON 3/3...		1 FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWER...	FRI 1/31...		1 FIRST LASTNAME

FILE NAME:

SAVE AS TYPE:

FIG. 117

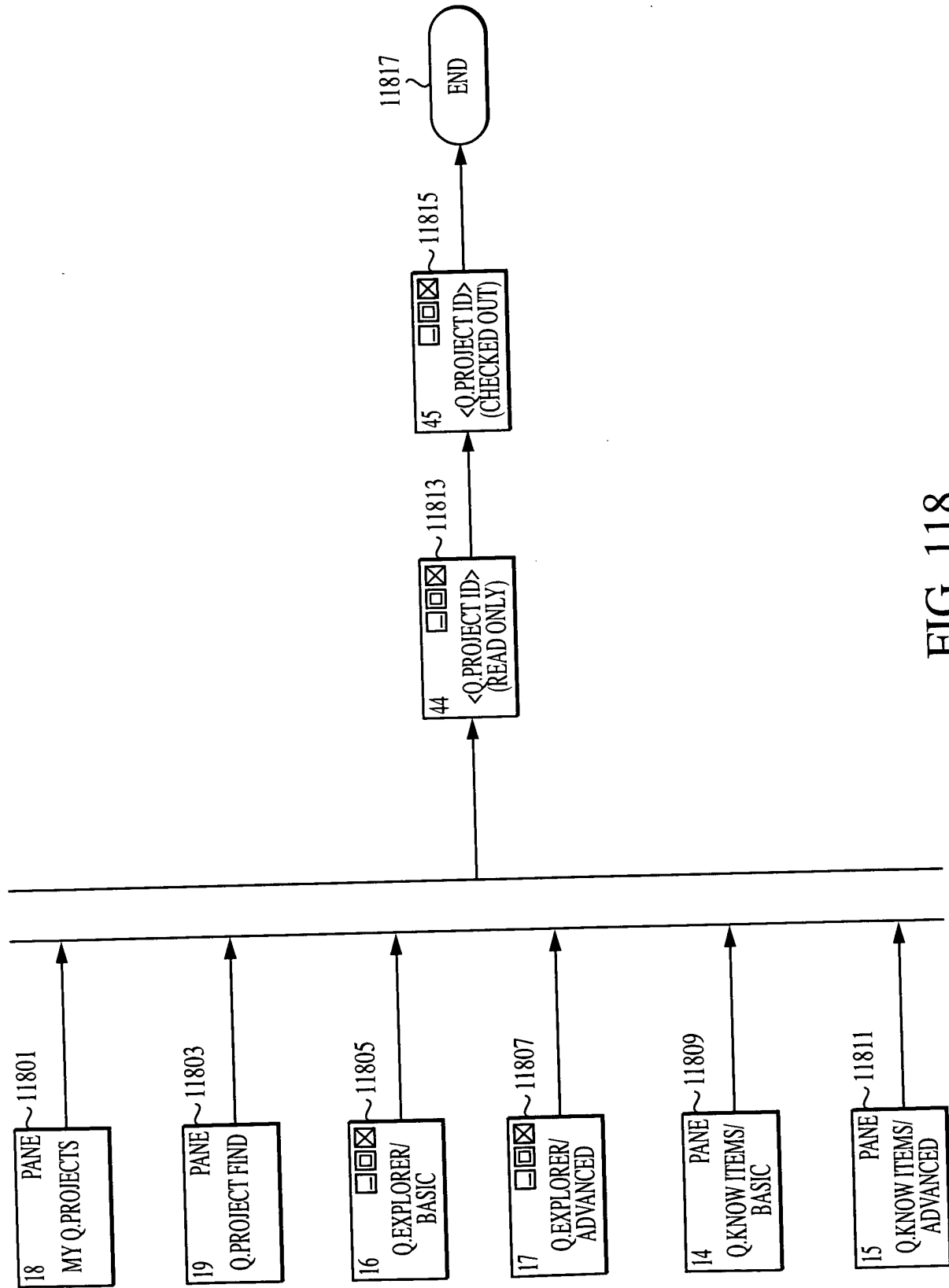


FIG. 118

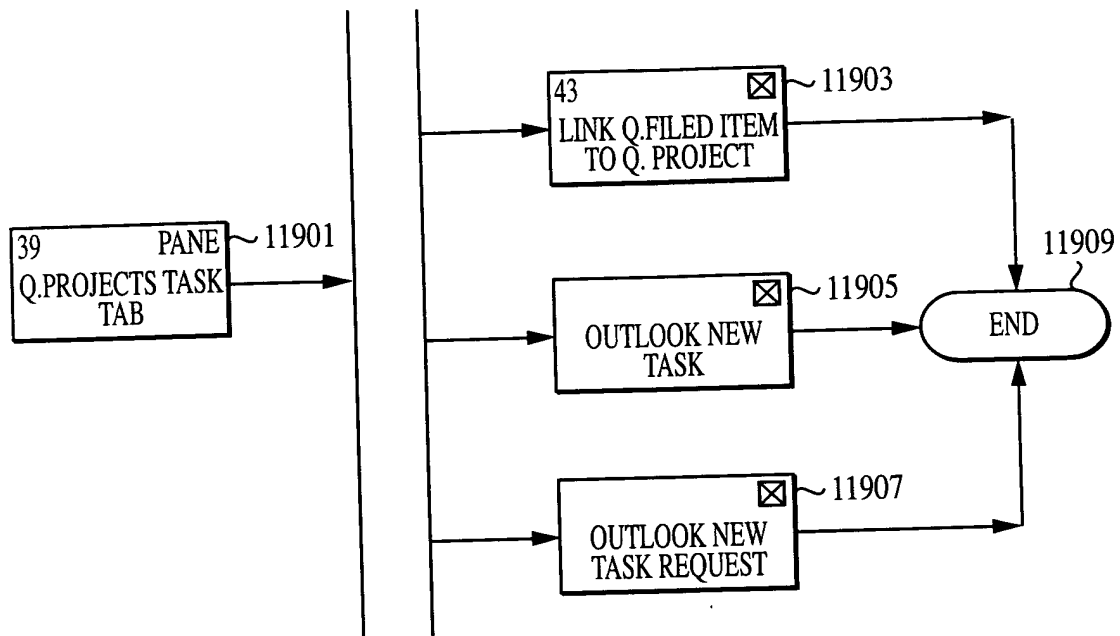


FIG. 119

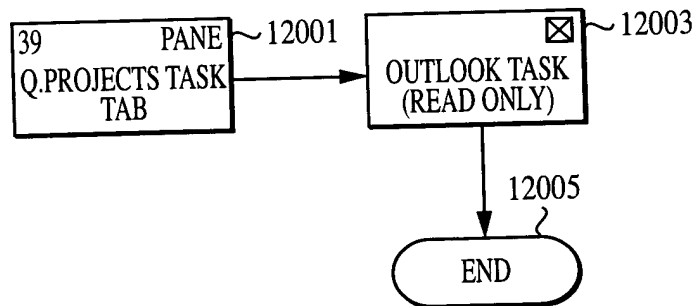


FIG. 120

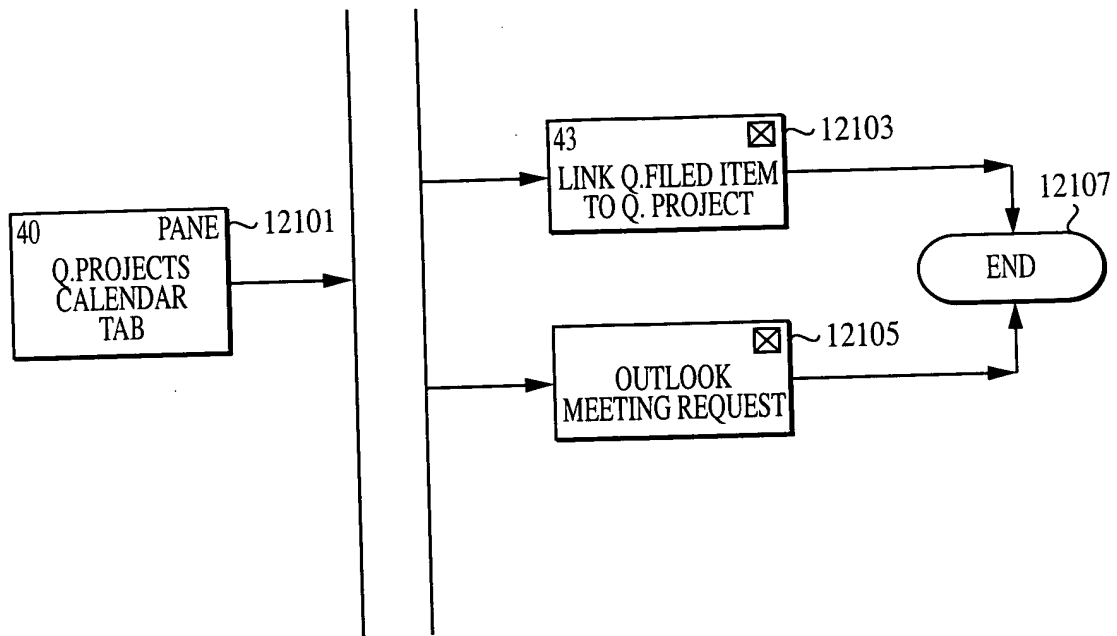


FIG. 121

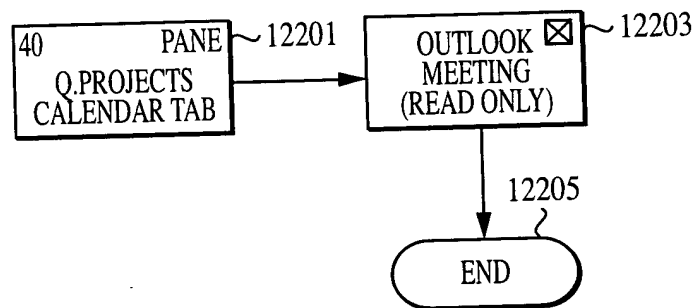


FIG. 122

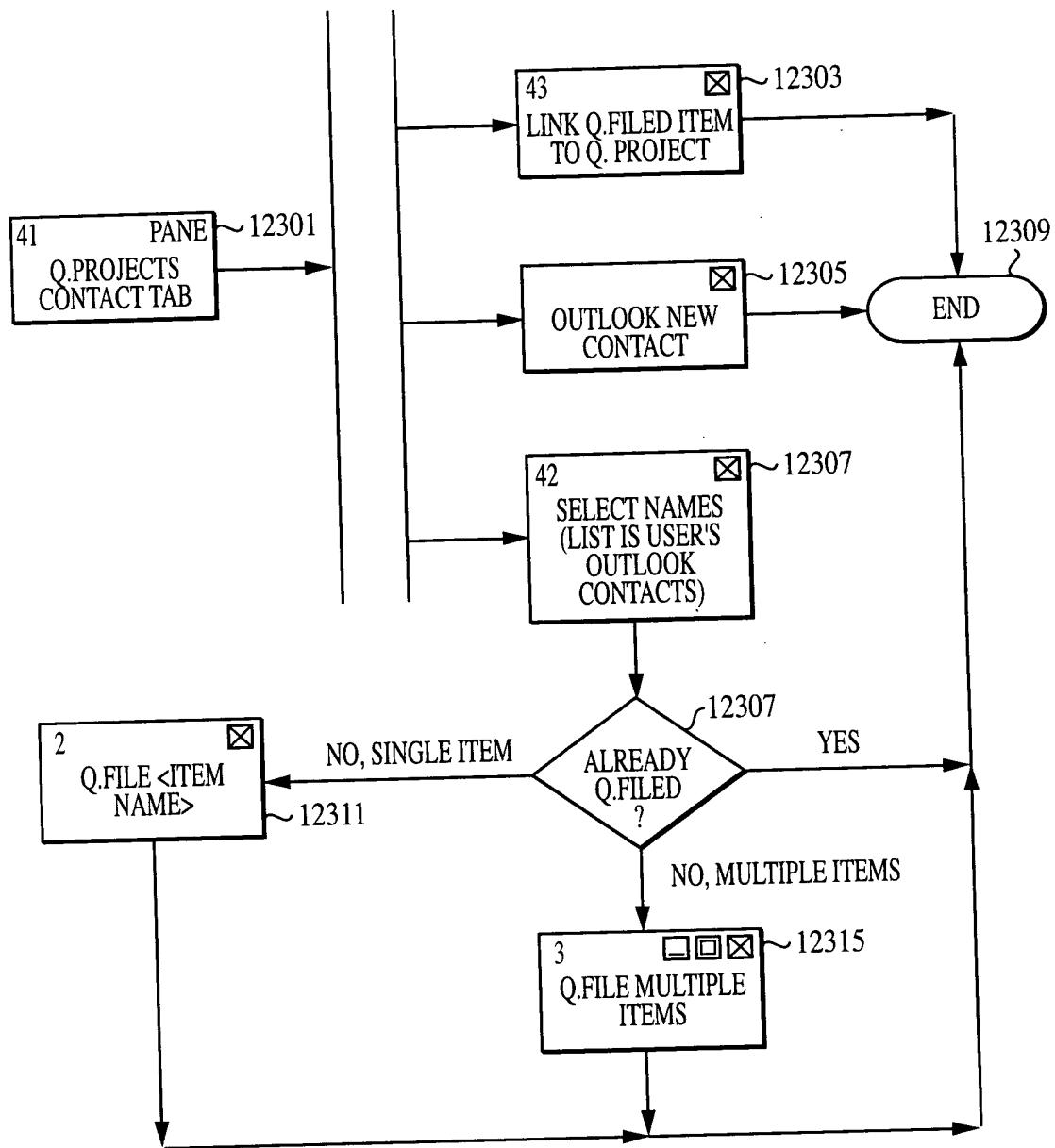


FIG. 123

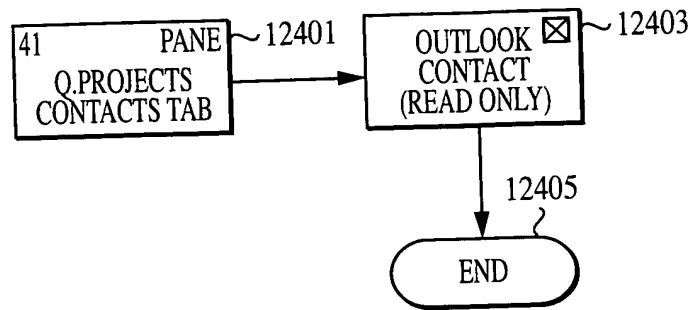


FIG. 124

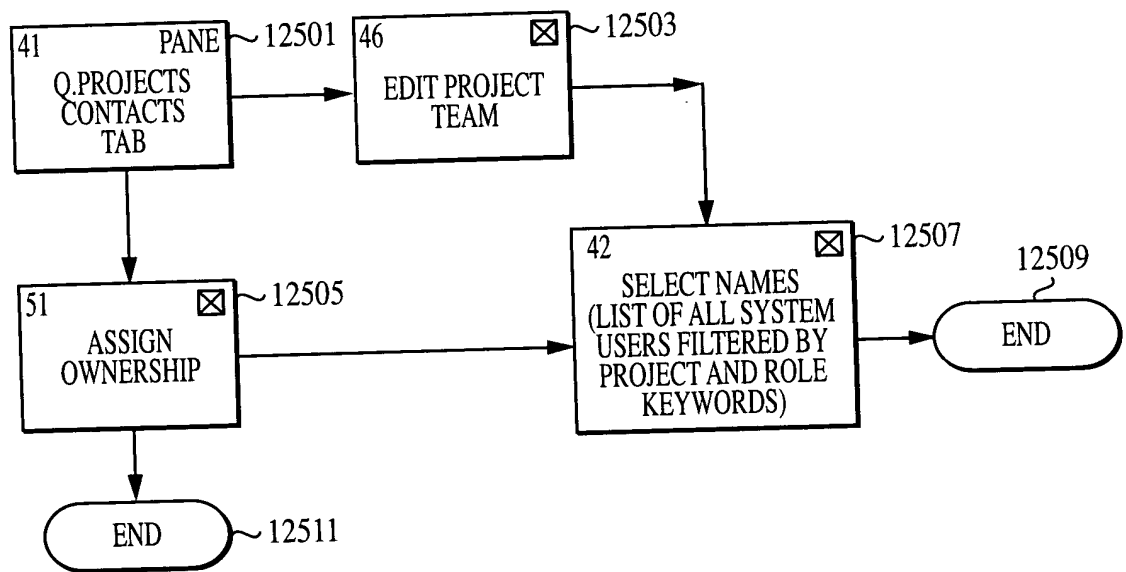


FIG. 125

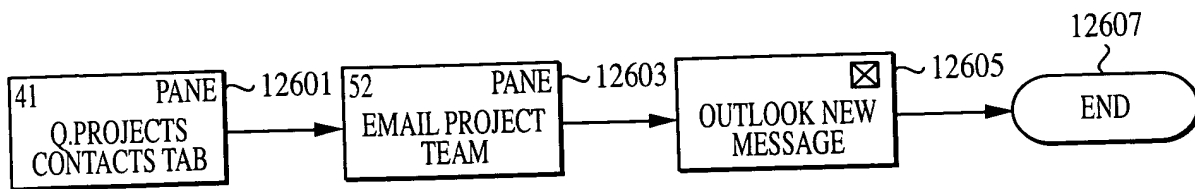


FIG. 126

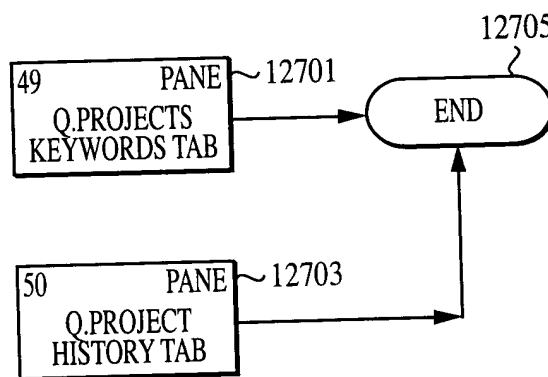


FIG. 127

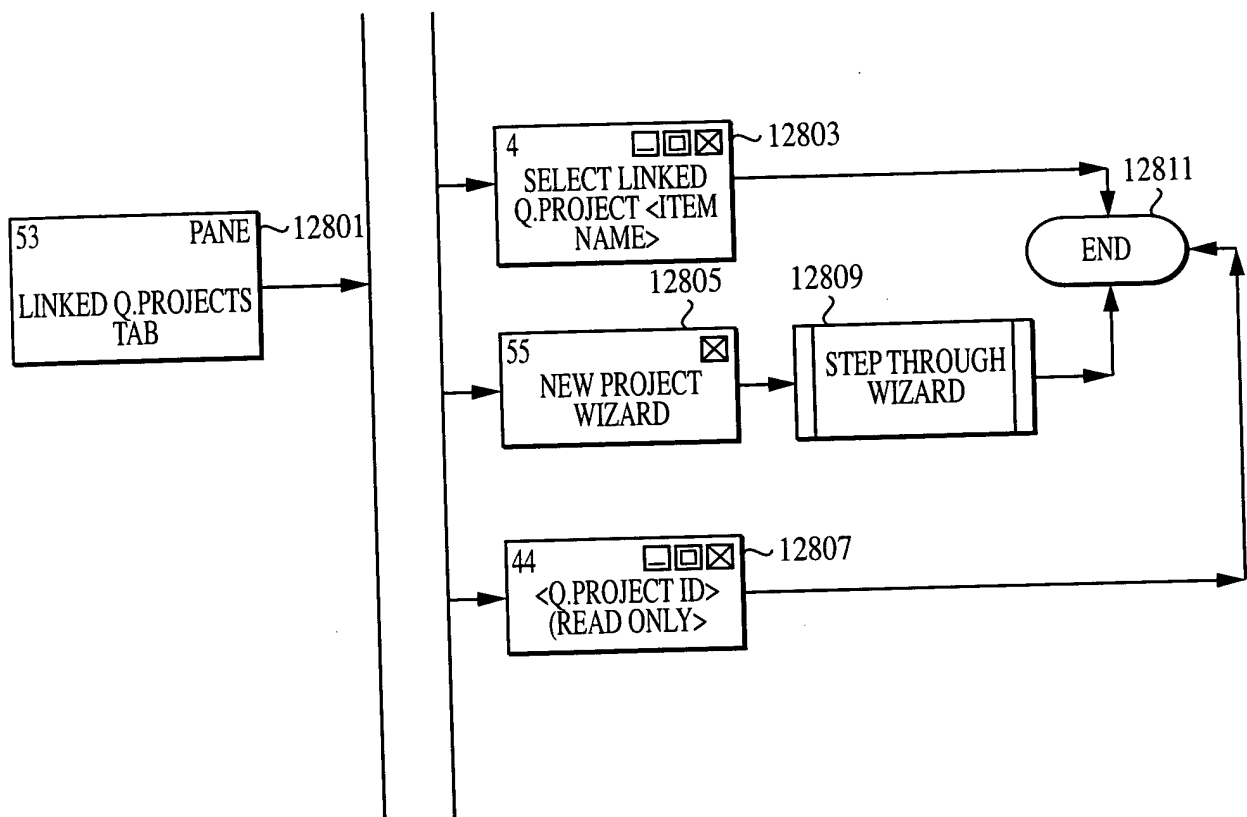


FIG. 128

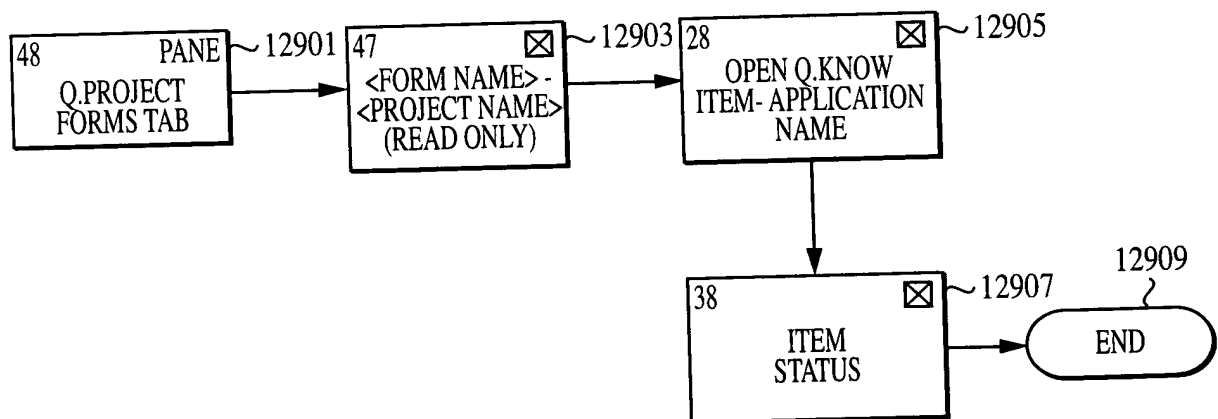


FIG. 129

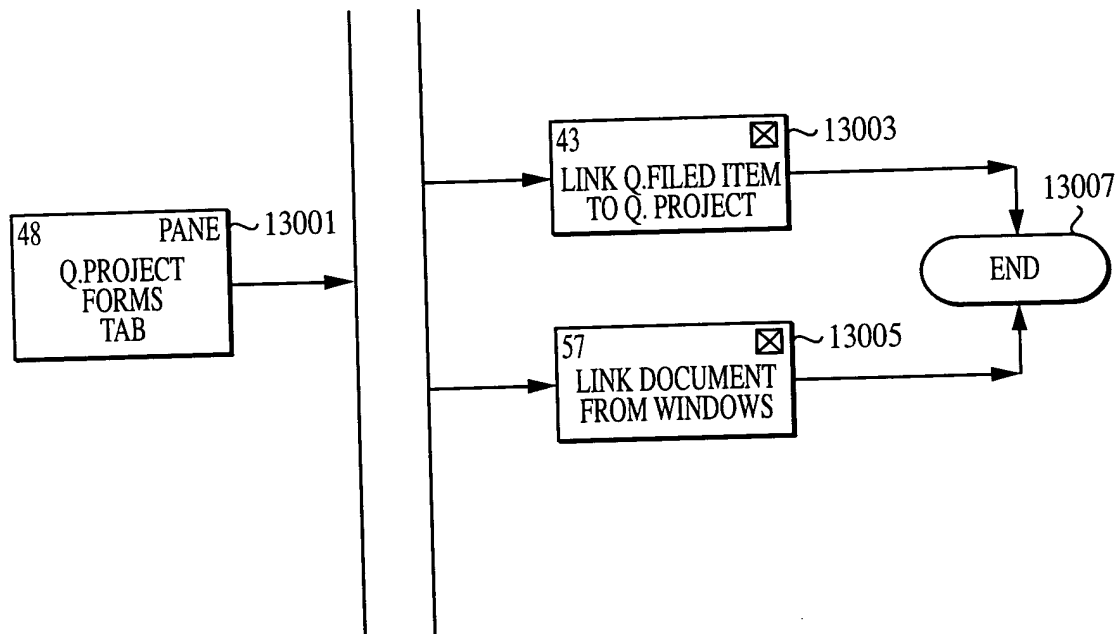


FIG. 130

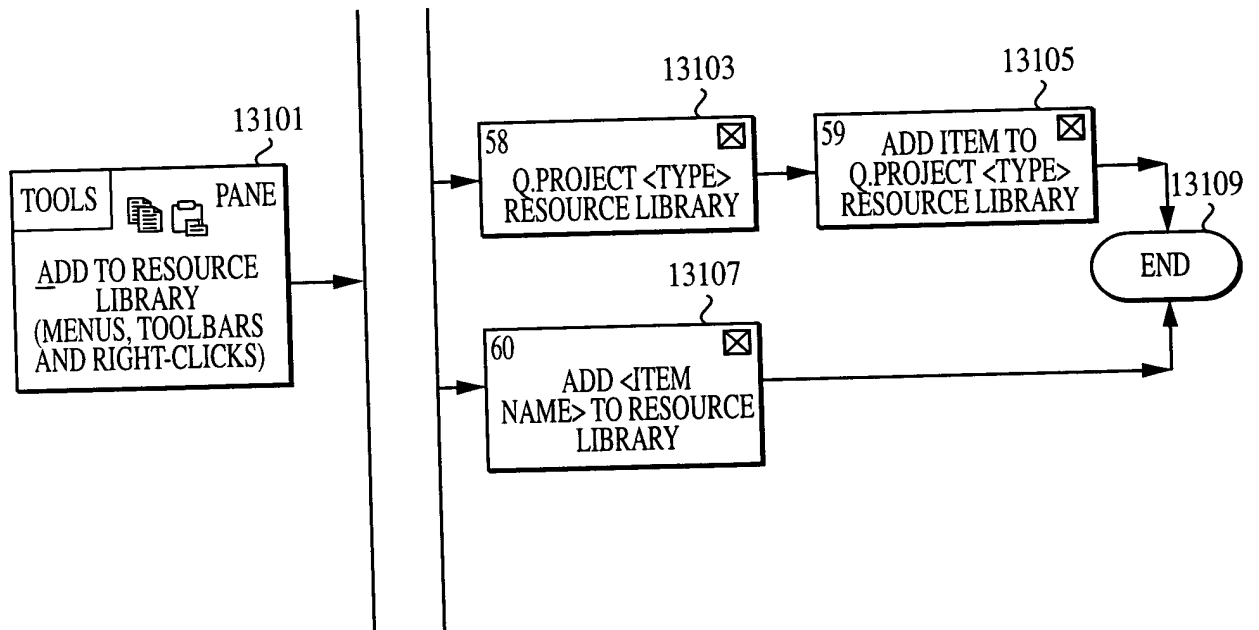


FIG. 131

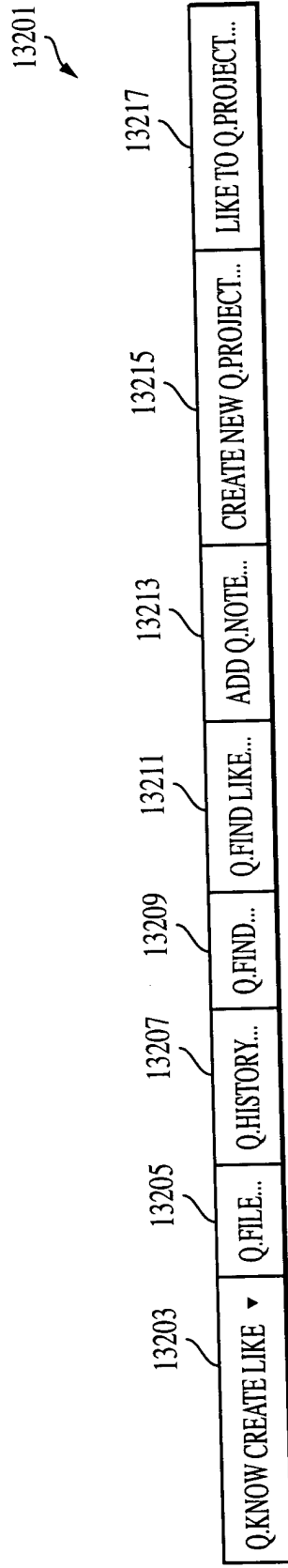


FIG. 132

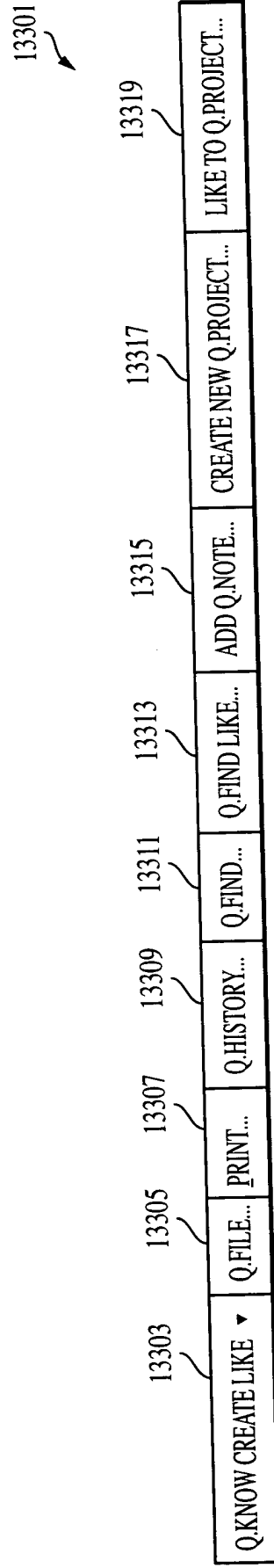


FIG. 133

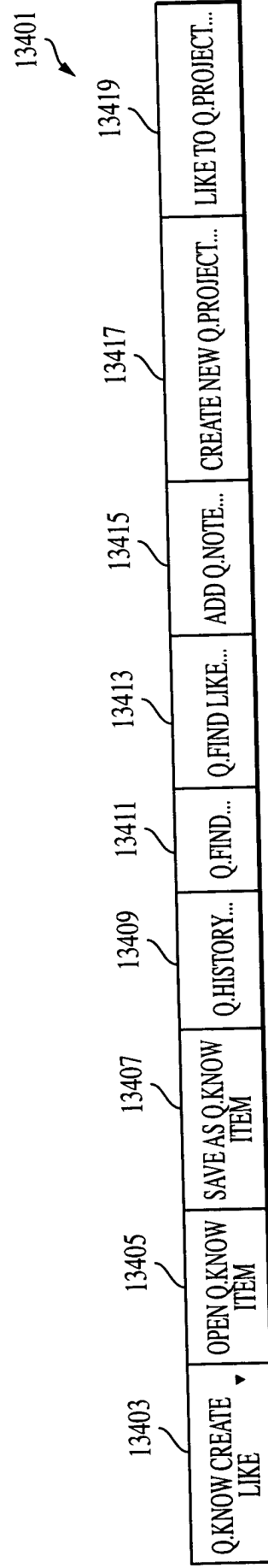


FIG. 134

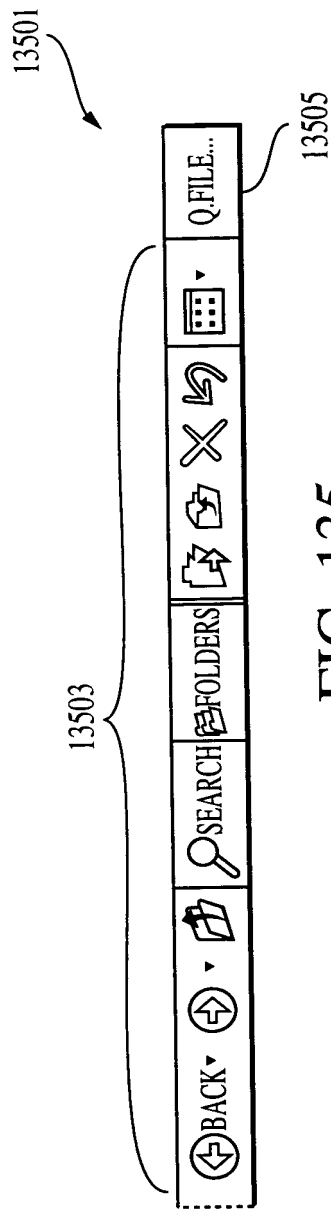


FIG. 135

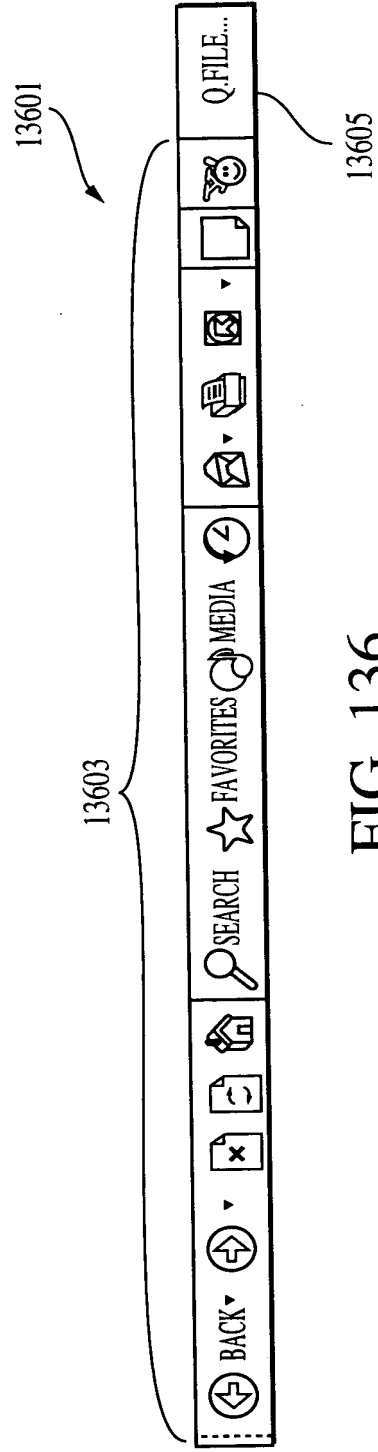


FIG. 136

FIG. 137 is a graphical user interface window. The title bar contains the text "Q. ITEM STATUS" and a close button (X). Below the title bar is a section labeled "ITEM". This section contains a table with three columns: "ITEM NAME", "ACTION", and "STATUS". The table has a header row with the same column names, and a data row below it. The data row contains the text "ITEM NAME", "ACTION TYPE", and "STATUS". A "CLOSE" button is located at the bottom right of the window. A label "13703" points to the right side of the window.

ITEM NAME	ACTION	STATUS
ITEM NAME	ACTION TYPE	STATUS

FIG. 137

FIG. 138 is a graphical user interface window. The title bar contains the text "Q. ITEM STATUS". Below the title bar is a section labeled "ITEM". This section contains a table with two columns. The first column has two rows: "RETRY" and "CANCEL". The second column is empty. A label "13801" points to the title bar, and a label "13803" points to the bottom of the window.

RETRY	
CANCEL	

FIG. 138

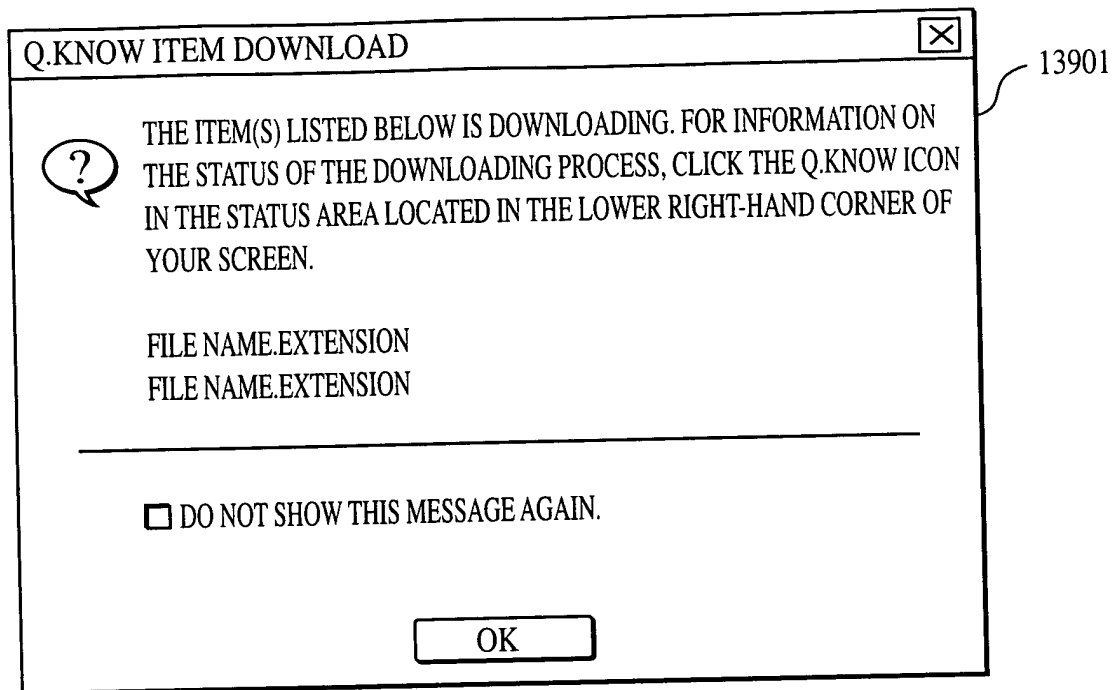


FIG. 139

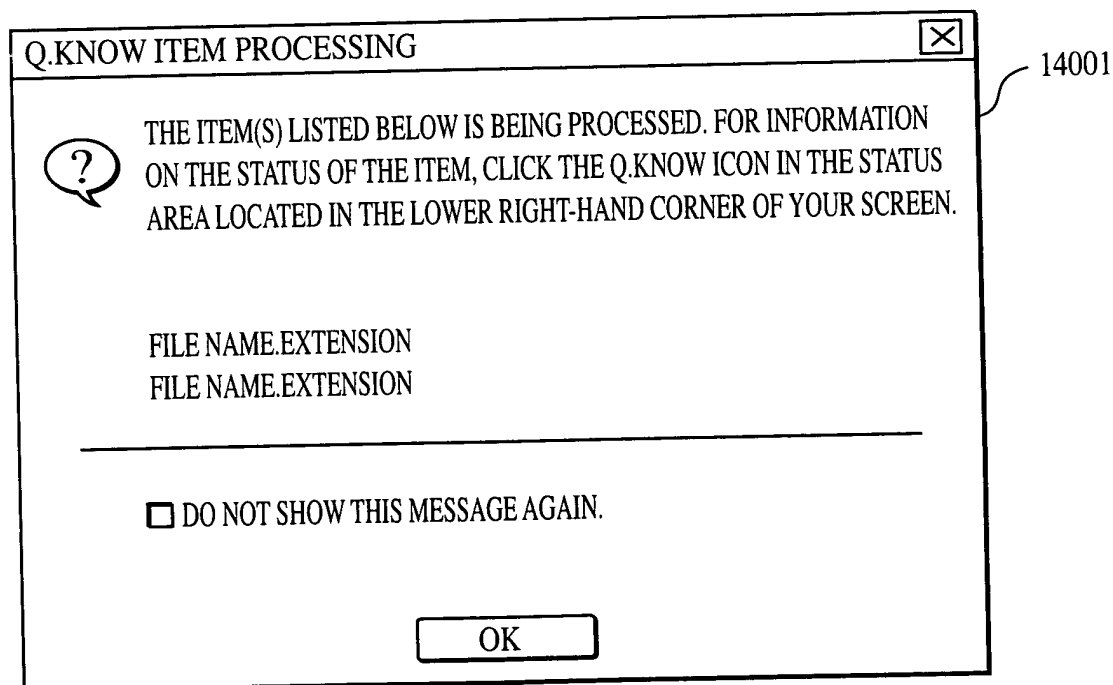


FIG. 140

ACROSSWORKS MICROSOFT OUTLOOK									
TYPE A QUESTION FOR HELP 14123									
14121									
14119									
14117									
14115									
14105									
14107									
14103									
14101									
OUTLOOK: DELETED ITEMS OK NOW									
FROM: CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL									
SUBJECT: CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL									
CC: ATTACHMENTS CIGNA - EARTHQUAKE - CAT XL 2002.DOC									
PLEASE REVIEW THE ATTACHED PROPOSAL AND LET ME KNOW YOUR LEVEL OF INTEREST.									
REGARDS GREG@AON.COM									
14111									
14113									
14115									
14105									
14107									
14103									
14101									

FIG. 142A

FIG. 142B

FIG. 142

14201

FIG. 142A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMS/KNOW

RELATIONSHIPS

VIEWS FAVORITES/ROOTS

ACTIVITIES PEOPLE BROKERS AON GUY CARPENTER USF&G WILLIS FABER CEDANTS EMPLOYEES INSURED INVESTORS PARTNERS REGULATORS VENDORS PLACES PEOPLE BROKERS.AON

Q.KNOW™ TYPE	PROJECT NAME	PROJECT ID	CEDANT	NAME/DESCRIPTIONS	DATE
<input checked="" type="checkbox"/> YES	OUTLOOK APP...	1018	1018	MEET WITH TEAM	7/30/2...
<input type="checkbox"/> YES	WORD DOC...			PROJEC~1.DOC	
<input checked="" type="checkbox"/> YES	OUTLOOK EMAIL	1013	1013	PURDENTIAL - AMERICAN AIRLINES - FAC...	7/30/2...
<input type="checkbox"/> YES	WORD DOCU...			PROJEC~1.DOC	
<input checked="" type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/> YES	OUTLOOK EMAIL	1013	1013	CIGNA - EARTHQUAKE CAT XL 2002 R...	7/30/2...
<input type="checkbox"/> YES	WORD DOCU...			PROJEO~1.DOC	
<input type="checkbox"/> YES	WORD DOCU...			PROJECT1007.DOC1.DOC	
<input type="checkbox"/> YES	WORD DOCU...			PROJECT1012.DOC7.DOC	
<input type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/> YES	OUTLOOK EMAIL			CIGNA - FIDELITY - EXCESS OF LOSS COVER	7/30/2....
<input type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	
<input type="checkbox"/> YES	WORD DOCU...			PROJECT1013.DOC2.DOC	
<input checked="" type="checkbox"/> YES	OUTLOOK EMAIL			CIGNA - AVIATION XL UW YR 2002 CO...	7/30/2...
<input type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	
<input checked="" type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	
<input checked="" type="checkbox"/> YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	

14201

14203

14205

<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA...	7/30/2...
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA...	7/30/2...
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1015.DOC1.DOC	
<input checked="" type="checkbox"/>	YES	UNKNOWN				CIGNA - PROPERTY TTY - PR 2000.MSG	
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC4.DOC	
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1004.DOC3.DOC	
<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~2.DOC	
<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002	
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1013.DOC7.DOC	
<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - PROPERTY - XL 2001 COVER	
<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1010	1010	CIGNA BURGLARY AND THEFT TTY XL -2002	7/30/2...
<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC6.DOC	
<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC	
<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC	
<input type="checkbox"/>	YES	WORD DOCU...				CIGNA BURGLARY AND THEFT TTY XL -2002	7/30/2...
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1008	1008	PROJEC~2.DOC	
<input type="checkbox"/>	YES	WORD DOCU...				UPDATE FINANCIAL REPORT ON AON.MSG	
<input checked="" type="checkbox"/>	YES	UNKNOWN				PROJECT1018.DOC1.DOC	
<input type="checkbox"/>	YES	WORD DOCU...					

FIG. 142B

FIG. 143A

FIG. 143B

14301

FIG. 143

FIG. 143A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾

← BACK → □ ADDRESS OUTLOOK: DELETED ITEMS OK NOW

RELATIONSHIPS INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

VIEWS FAVORITES ROOTS 14309

14307

14303

14305

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

TYPE A QUESTION FOR HELP ▾

RECEIVED SIZE PROJ. PROJ. VE. CEDANT ACTI...

FROM	SUBJECT	RECEIVED	SIZE	PROJ.	PROJ. VE.	CEDANT	ACTI...
ROY@AON.COM	AON - CIGNA - AMERICAN AIRLINES - 4TH LA...	TUES 7/30/2002 2:21 PM	30 KB				
GREG@AON.COM	CIGNA - PROPERTY TTY - PR 2000	TUES 7/30/2002 2:21 PM	30 KB				
	TEST FOR DAVID	TUES 7/30/2002 2:21 PM	3 KB				
ROY@AON.COM	PRUDENTIAL - AVIATION XOL COVER	TUES 7/30/2002 2:21 PM	30 KB	PRUDE...	1011		PRUD...
GREG@AON.COM	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	TUES 7/30/2002 2:21 PM	30 KB	CIGNA...	1018		CIGNA UND...
GREG@AON.COM	CIGNA - PROPERTY - XL 2001 COVER	TUES 7/30/2002 2:21 PM	30 KB	CIGNA...	1007		CIGNA
DAVE (DAVE@AON.COM)	CIGNA BURGLARY AND THEFT TTY XL-2002	TUES 7/30/2002 2:21 PM	30 KB				
GREG@AON.COM	CIGNA - PROPERTY TTY - PR 2002	TUES 7/30/2002 2:21 PM	30 KB	CIGNA...	1011		CIGNA
GREG@AON.COM	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	TUES 7/30/2002 2:21 PM	29 KB				
GREG@AON.COM	CIGNA - PROPERTY TTY - PR 2000	TUES 7/30/2002 2:21 PM	30 KB	CIGNA...	1002		CIGNA
GREG@AON.COM	PRUDENTIAL PROPERTY XOL 2001	TUES 7/30/2002 2:21 PM	30 KB	WILDMAN	1013		PRUD...
DAVE (DAVE@AON.COM)	CIGNA BURGLARY AND THEFT TTY XL-2002	TUES 7/30/2002 2:21 PM	29 KB	CIGNA...	1012		CIGNA
DAVE@AON.COM	CIGNA - FIDELITY - EXCESS OF LOSS COVER	TUES 7/30/2002 2:21 PM	29 KB				
GREG@AON.COM	CLAIM	TUES 7/30/2002 2:21 PM	29 KB				CIGNA
GREG@AON.COM	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	TUES 7/30/2002 2:21 PM	29 KB	CIGNA...	1005		CIGNA
GREG@AON.COM	AON - CIGNA - AMERICAN AIRLINES - 4TH LA...	TUES 7/30/2002 2:21 PM	30 KB				CIGNA
ROY@AON.COM	CIGNA - AVIATION XL UW YR 2002 COVER	TUES 7/30/2002 2:21 PM	29 KB	CIGNA...	1003		CIGNA
ROY@AON.COM	PRUDENTIAL - AVIATION XOL COVER	TUES 7/30/2002 2:21 PM	30 KB				
ROY@AON.COM	PRUDENTIAL - COMMERCIAL AUTO LIABILITY - TT...	TUES 7/30/2002 2:21 PM	33 KB				
DAVE@AON.COM	CIGNA - AVIATION XL UW YR 2002 COVER	TUES 7/30/2002 2:21 PM	29 KB	CIGNA...	1015		UND...
ROY@AON.COM							

14501

14511

14505

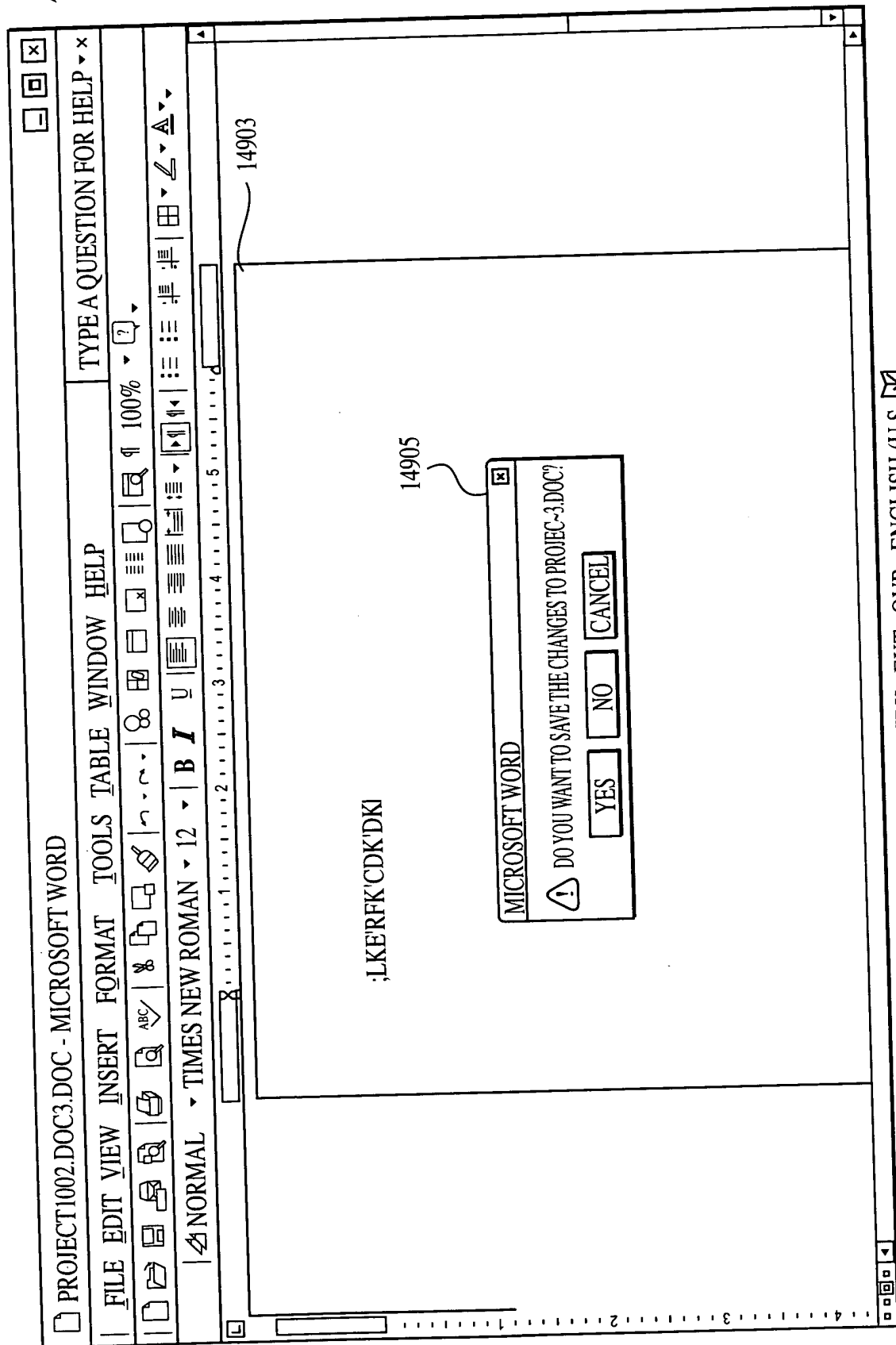
14601

14607

14701

14703

14901



15003

15007

15009

FIG. 150B

150

15005

FIG. 150A

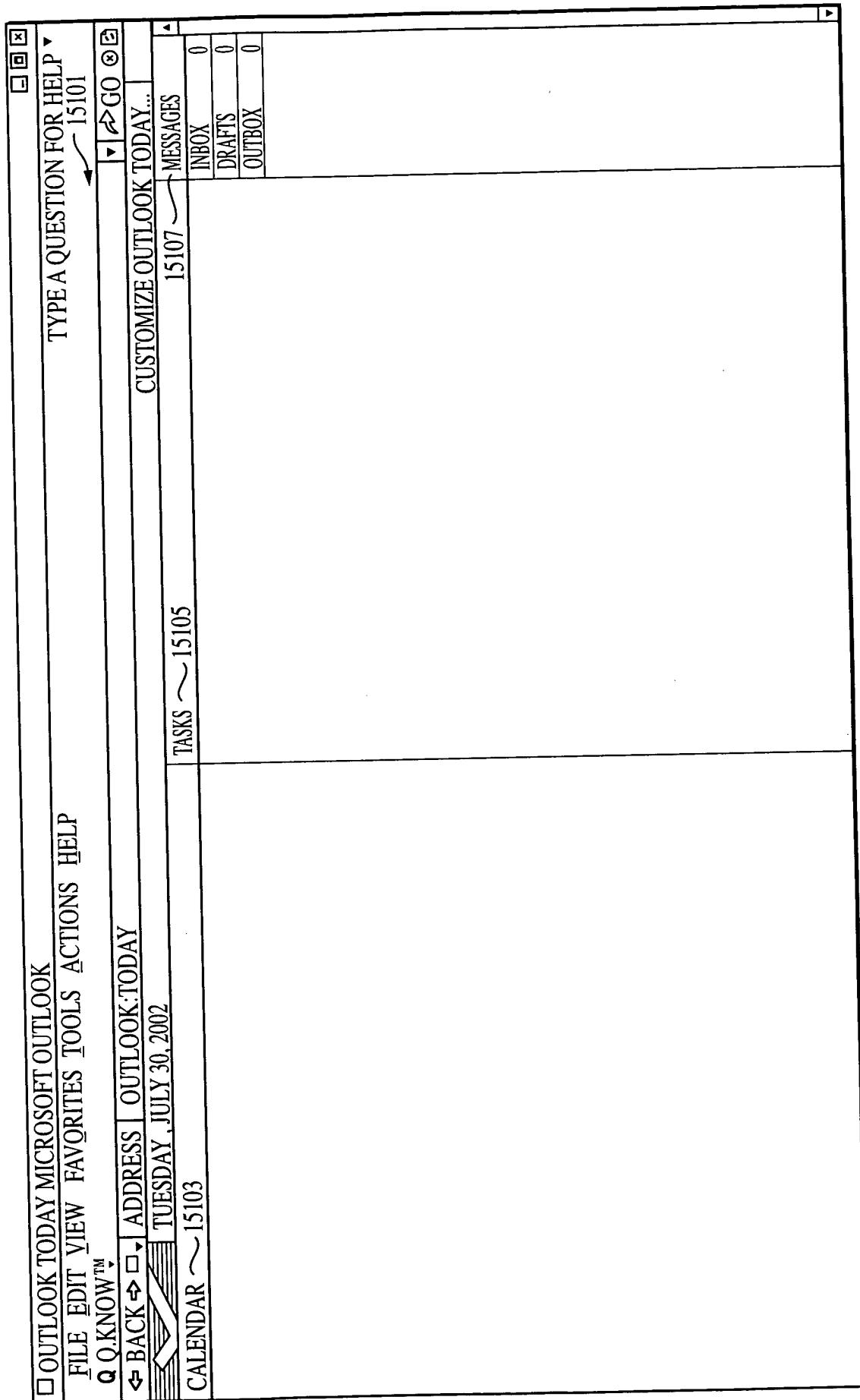


FIG. 151

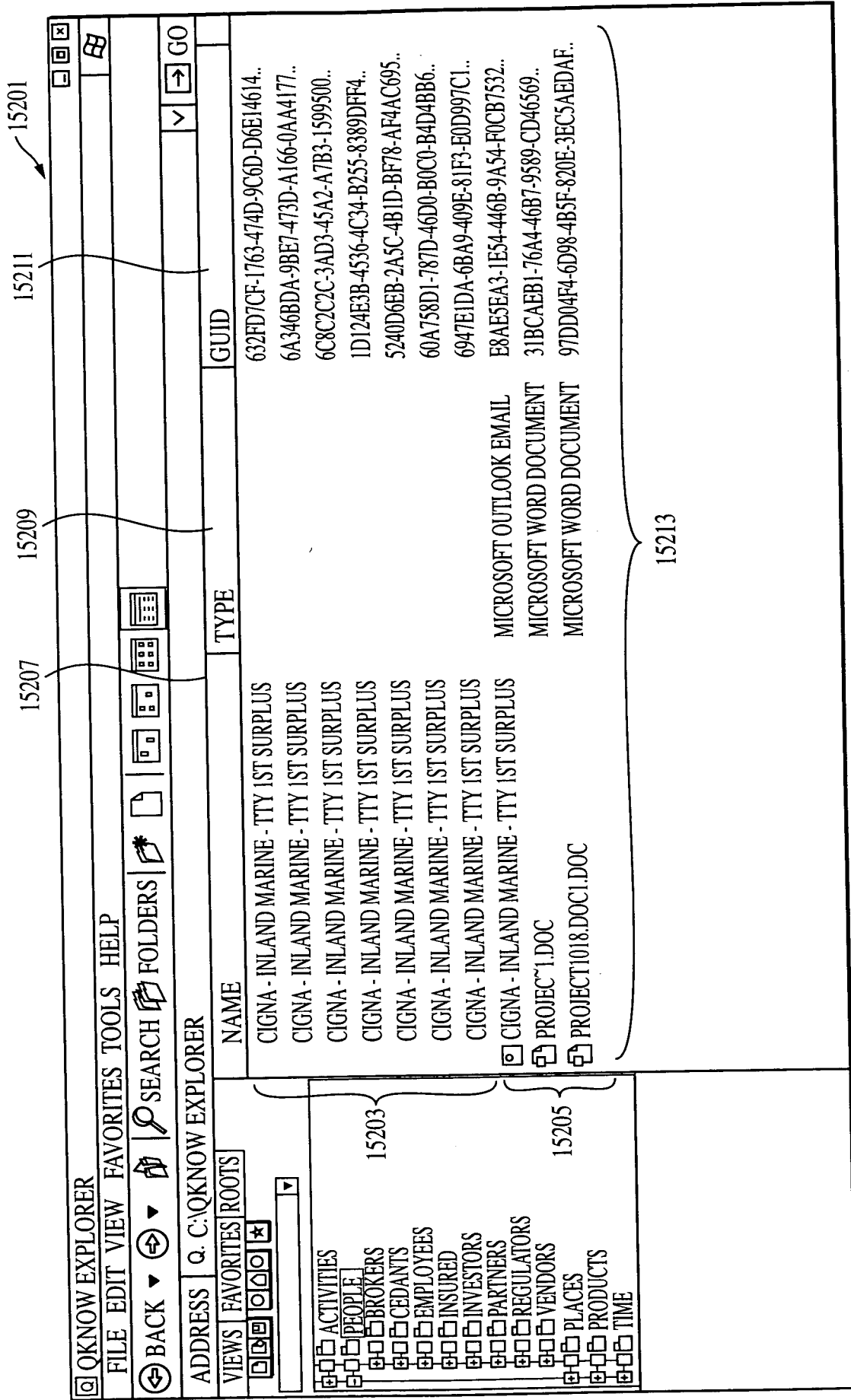


FIG. 152

[illegible]

FIG. 153

ACROSSWORKS MICROSOFT OUTLOOK									
TYPE A QUESTION FOR HELP ▾ 15407									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP Q KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾									
OUTLOOK: DELETED ITEMS QKNOW									
<div> <div>BACK ⇌ □ ▢ ADDRESS</div> <div>RELATIONSHIPS</div> <div>VIEWS FAVORITES ROOTS</div> <div> <input type="checkbox"/> PEOPLE <input type="checkbox"/> BROKERS <input type="checkbox"/> CEDANTS <input type="checkbox"/> EMPLOYEES <input type="checkbox"/> INSURED <input type="checkbox"/> INVESTORS <input type="checkbox"/> PARTNERS <input type="checkbox"/> REGULATORS <input type="checkbox"/> VENDORS <input type="checkbox"/> MID WEST INC. <input type="checkbox"/> FACULTATIVE <input checked="" type="checkbox"/> 2002 </div> </div>									
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
!Q KNOW™	INBOX	PROJECTS	TASKS	CONTACTS	CALENDAR	RECEIVED	SIZE	PROJEC.	PROJE.IVE...SEDANTACTI...
	FROM	SUBJECT							
<input checked="" type="checkbox"/>	Q ROY@AON.COM	CIGNA - AVIATION XL U/W YR 2002 COVER				THU 7/19/2002 3:46 PM	30 KB	CIGNA...	UND...
<input checked="" type="checkbox"/>	Q BOB@WILLIS.COM	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER				THU 7/14/2002 12:09 PM	30 KB	AMERL...	CHUBB CLAIMS
<input checked="" type="checkbox"/>	Q GREG@AON.COM	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL				MON 7/11/2002 10:48 AM	30 KB	CIGNA...	CIGNA UND...
<input checked="" type="checkbox"/>	Q GREG@AON.COM	CIGNA - PROPERTY - XL 2001 COVER				WED 6/26/2002 1:42 PM	30 KB	CIGNA...	CIGNA
<input checked="" type="checkbox"/>	Q DAVE (DAVE@AON.COM)	CIGNA BURGLARY AND THEFT TTY XL-2002				TUE 6/25/2002 5:05 PM	30 KB	CIGNA...	CIGNA
<input checked="" type="checkbox"/>	Q ROY@AON.COM	PURDENTIAL-AMERICAN AIRLINES-FAC COVER				MON 4/22/2002 9:03 AM	30 KB	TEST99..	CHUBB CLAIMS
<input checked="" type="checkbox"/>	Q ROBERT@WILLIS.COM	GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR...				MON 4/22/2002 8:26 AM	30 KB	WILDM...	ACCE... CLAIMS
<input checked="" type="checkbox"/>	Q GREG@AON.COM	CIGAN - PROPERTY TTY - PR 2000				WED 4/17/2002 9:41 AM	30 KB		
<input checked="" type="checkbox"/>	Q ROY@AON.COM	PRUDENTIAL - AVIATION XOL COVER				WED 4/17/2002 8:49 AM	30 KB		
FROM: CIGNA - AVIATION XL U/W YR 2002 COVER SUBJECT: CIGNA - AVIATION XL U/W YR 2002 COVER CC: 15403 ATTACHMENTS <input type="checkbox"/> CIGNA-AVIATION XL 2002.DOC									
TIME UNDERWRITING YEAR.2002									

FIG. 154

TYPE A QUESTION FOR HELP						
15501						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/9/20	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/16/2	
					7/19/2	
					7/29/2	

INPUT REQUESTED — 15511

REQUEST ANSWER

15517

FIG. 155B

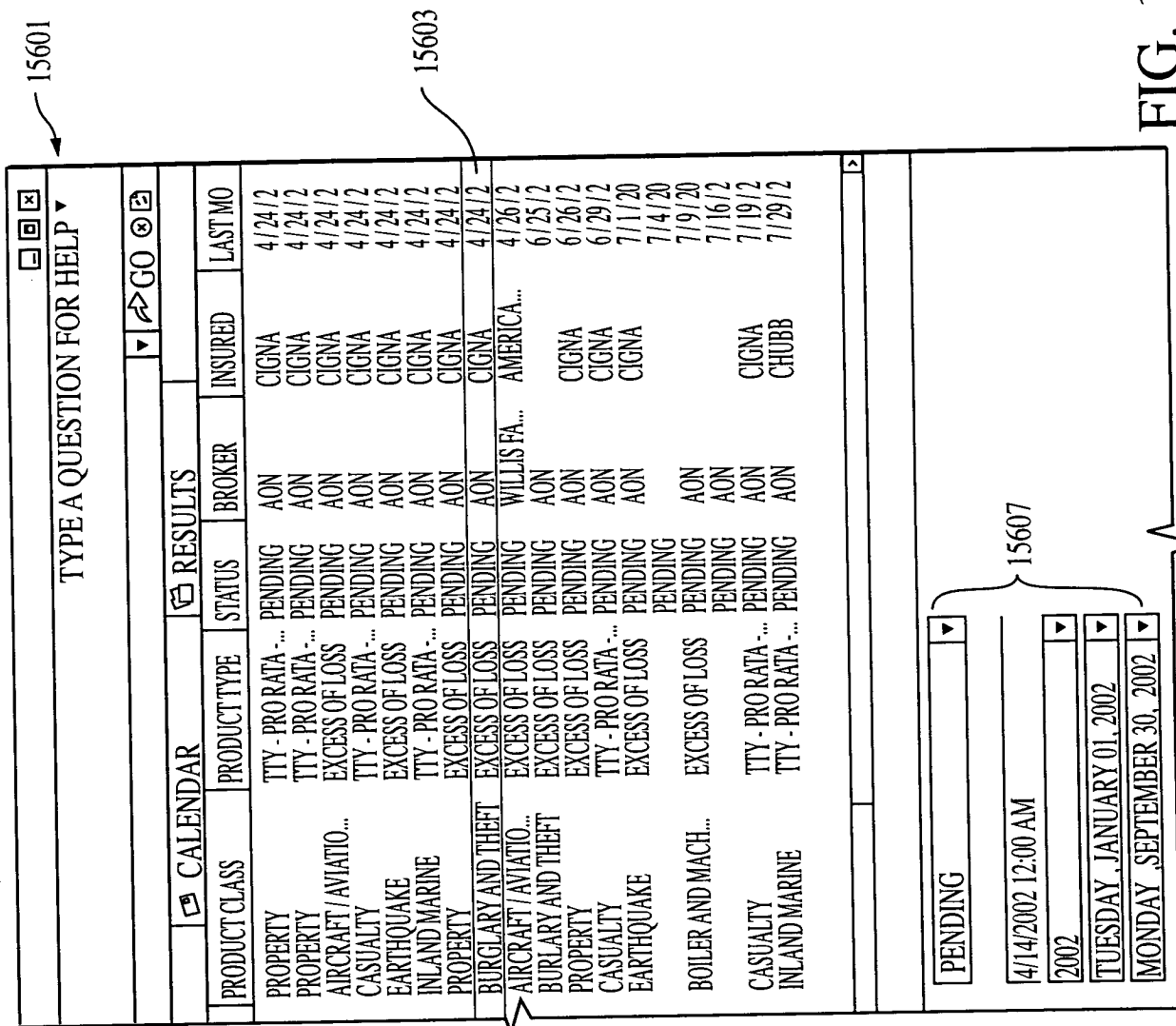


FIG. 156B

FIG. 156C

FIG. 156C

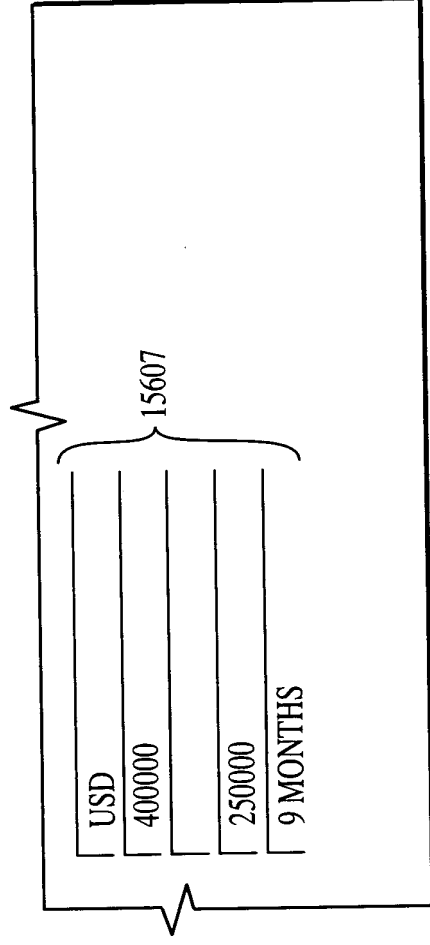


FIG. 156D

TYPE A QUESTION FOR HELP						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/4/20	
	EXCESS OF LOSS	PENDING	AON		7/9/20	
		PENDING	AON		7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	

FIG. 157B

TYPE A QUESTION FOR HELP						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	DECLINE	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20	
		PENDING	AON	CIGNA	7/9/20	
		PENDING	AON	CIGNA	7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	
<div> <div>CONTRACT %</div> <div>100% EPI</div> <div>ATTACH POINT</div> <div>EXCHANGE RATE</div> </div>						

	OUR SHARE EPI	
	OVERRIDE %	
	TAXES %	
	CASH LOSS LIMIT	
	SLIDING SCALE COMMISSION MIN %	
	PREMIUM PORTFOLIO %	
	PREMIUM RESERVES %	
	SETTLEMENT DAYS	

FIG. 158C

COMMISSION %	
BROKERAGE %	
CASH LOSSES	
PROFIT COMMISSION %	
SLIDING SCALE COMMISSION MAX %	
LOSS PORTFOLIO %	
LOSS RESERVES %	
INTEREST ON DEPOSITS	

FIG. 158D

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▼

← BACK ⇄ □ ▼ ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

INSURED.CIGNA

TIME

UNDERWRITING YEAR 2002

INBOX PROJECTS TASKS

Q.KNOW™ PROJECT NAME

YES CIGNA - PROPERTY TTY - PR 2000

YES CIGNA - PROPERTY TTY - PR 2000

YES CIGNA - AVIATION XL UW YR 2002 COVER

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

YES CIGNA - EARTHQUAKE CAT XL 2002 REN...

YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS

YES CIGNA - PROPERTY - XL 2001 COVER

YES CIGNA BURGLARY AND THEFT TTY XL - 2002

YES GLOBAL EXCESS - ACCIDENT & HEALTH TTY...

YES CIGNA BURGLARY AND THEFT TTY XL - 2002

YES CIGNA - PROPERTY - XL 2001 COVER

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

YES CIGNA - EARTHQUAKE CAT XL 2002 REN...

YES AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

YES CIGNA - AVIATION XL UW R 2002 COVER

YES PRODUCTS LIABILITY - TTY PR - OS 2001

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS

YES

PROJECT ID

1002

1002

1003

1004

1005

1006

1007

1008

1009

1010

1011

1012

1013

1014

1015

1016

1017

1018

UW YEAR

2000

2000

2002

2002

2002

2000

2001

2002

2001

2002

2001

2002

2002

2002

2002

2002

2000

2000

CONTACTS

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

GLOBAL...

CIGNA

CIGNA

CIGNA

CIGNA

CHUBB

CHUBB

CIGNA

CIGNA

SUMMARY STATUS CONTACT FORMS DOCUMENTS TASKS CALENDAR

SUMMARY NAME

OUTLOOK EMAIL CIGNA BURGLARY AND T...

WORD DOCUM... PROJECT1008.DOC1.DOC

FIG. 159A

FIG. 159B

FIG. 159

FIG. 159A

TYPE A QUESTION FOR HELP						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATION	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	DECLINE	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATION	EXCESS OF LOSS	PENDING	WILLIS TOWERS WATSON	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20	
		PENDING	AON	CIGNA	7/9/20	
		PENDING	AON	CIGNA	7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	

FIG. 159B

[illegible]

FIG. 161A

FIG. 161A | FIG. 161B

FIG. 161B

FIG. 161

[illegible]

FIG. 161B

[illegible]

		U
		V
		W
		X
		Y
		Z
CIGNA FELIX 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: FELIX@CIGNA.COM	GLOBAL EXCESS JUAN 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: JUAN@GLOBALEXCE...	16303
	PRUDENTIAL ALEX 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: ALEX@PRUDENTIAL...	
	PRUDENTIAL CARLOS 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: CARLOS@PRUDENTIA...	
	PRUDENTIAL GRAHAM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: GRAHAM@PRUDENTI...	
	PRUDENTIAL JIM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: JIM@PRUDENTIAL.COM	
CIGNA JANE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JANE@CIGNA.COM		
CIGNA JEFF 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JEFF@CIGNA.COM		
CIGNA JOHN 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOHN@CIGNA.COM		
CIGNA JOSE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOSE@CIGNA.COM		

FIG. 163B

16401

ACROSSWORKS MICROSOFT OUTLOOK

FILE

EDIT VIEW

FAVORITES

TOOLS

ACTIONS

HELP

Q Q.KNOW™

FILE

CREATE

ADD TO

FORWARD

DEMO

BACK

ADDRESS

OUTLOOK:DELETED ITEMS

KNOW

16215

TYPE A QUESTION FOR HELP

16403

RESULTS

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

RELATIONSHIPS

FAVORITES

ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

4 AM

5 00

6 00

7 00

8 00

9 00

10 00

11 00

12 PM

1 00

2 00

3 00

4 00

5 00

6 00

7 00

8 00

9 00

10 00

11 00

PEOPLE

BROKERS.AON

TUESDAY, JULY 30

SEPTEMBER 2002

OCTOBER 2002

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30 31 1 2

3 4 5 6 7 8 9

TASKPAD

CLICK HERE TO ADD A NEW TASK

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 164

16501

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

← BACK ⇨ ⇨ ADDRESS OUTLOOK:DELETED ITEMS:OKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

16505

PRUDENTIAL
SAIC
SKANDIA
EMPLOYEES
INSURED
ACCENTURE
BOEING
CHUBB
CIGNA
COMMERCIAL UNION
GLOBAL EXCESS
NY POST
PRUDENTIAL
SAIC
SKANDIA

PEOPLE
BROKERS.AON

TYPE A QUESTION FOR HELP ▾

16217

CALENDAR

CONTACTS

PROJECT ID

CEDANT

NAME/DESCRIPTIONS

RESULTS

DATE

GO

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16503

FIG. 165

16601

16605

ACROSSWORKS MICROSOFT OUTLOOK

FILE

EDIT VIEW

FAVORITES

TOOLS

ACTIONS

HELP

Q

Q.KNOW™

FILE

CREATE

ADD TO

FORWARD

DEMO

BACK

ADDRESS

OUTLOOK:DELETED ITEMS

Q.KNOW

RELATIONSHIPS

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

VIEWS

FAVORITES

ROOTS

Q.KNOW™

TYPE

PROJECT NAME

PROJECT ID

CEDANT

NAME/DESCRIPTIONS

DATE

16607

MARINE

PROPERTY

CIGNA

CFO

AON

PEOPLE

BROKERS.AON

TYPE A QUESTION FOR HELP

16217

GO

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

16603

FIG. 166

16701

16705

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▶

BACK ↔ ADDRESS OUTLOOK:DELETED ITEMS\OKNOW

RELATIONSHIPS INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

VIEWS FAVORITES ROOTS Q.KNOW™ TYPE PROJECT NAME PROJECT ID CEDANT NAME/DESCRIPTIONS DATE

JOHNS VIEW

16707

PEOPLE
BROKERS.AON

TYPE A QUESTION FOR HELP

16217

GO

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16703

FIG. 167

ACROSSWORKS MICROSOFT OUTLOOK									
TYPE A QUESTION FOR HELP									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO									
DELETED ITEMS KNOW									
FILE NEW PROJECT									
PROJECTS TASKS CONTACTS CALENDAR RESULTS									
SUBJECT SIZE PROJEC... PROJE... VE... CEDANTACTI...									
FROM									
TO									
CC									
ATTACHMENTS									
PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.									
THANKS									
BOB@WILLIS.COM									
<p>16805</p> <p>JOHNS VIEW</p> <p>16811</p> <p>16807</p> <p>AMERICAN AIRLINES - LIABILITY XL 2ND LAYER</p> <p>CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL</p> <p>CIGNA - PROPERTY - XL 2001 COVER</p> <p>CIGNA BURGLARY AND THEFT TTY XL-2002</p> <p>PURDENTIAL-AMERICAN AIRLINES-FAC COVER</p> <p>GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR...</p> <p>CIGAN - PROPERTY TTY - PR 2000</p> <p>PRUDENTIAL - AVIATION XOL COVER</p> <p>THU 7/4/2002 12:09 PM</p> <p>MON 7/1/2002 10:48 AM</p> <p>WED 6/26/2002 1:42 PM</p> <p>TUE 6/25/2002 5:05 PM</p> <p>MON 4/22/2002 9:03 AM</p> <p>MON 4/22/2002 8:26 AM</p> <p>WED 4/17/2002 9:41 AM</p> <p>WED 4/17/2002 8:49 AM</p> <p>30 KB AMERL...</p> <p>30 KB CIGNA...</p> <p>30 KB CIGNA...</p> <p>30 KB CIGNA...</p> <p>30 KB TEST99...</p> <p>30 KB WILDM...</p> <p>30 KB</p> <p>30 KB</p> <p>CHUBB CLAIMS</p> <p>CIGNA UND...</p> <p>CIGNA</p> <p>CIGNA</p> <p>CHUBB CLAIMS</p> <p>ACCE... CLAIMS</p> <p>16803</p>									
<p>PEOPLE</p> <p>PEOPLE.BROKERS</p> <p>CEDANTS.CHUBB</p> <p>PARTNERS.ACCENTURE</p> <p>PLACES</p> <p>REINSURANCE.MID WEST INC</p>									
<p>FROM:</p> <p>SUBJECT: AMERICAN AIRLINES - LIABILITY XL 2ND LAYER</p> <p>CC: MARK@ABCRC.COM</p> <p>ATTACHMENTS: AMERICAN AIRLINES - LIABILITY - XL 2ND LAYER-2001.DOC</p>									

FIG. 168

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP
Q KNOW™ FILE ► CREATE ► ADD TO ► FORWARD ► DEMO ►

◀ BACK → □ ADDRESS OUTLOOK: DELETED ITEMS OK NOW

RELATIONSHIPS	INBOX	PROJECTS	TASKS	CONTACTS	CALENDAR	RESULTS
VIEWS FAVORITES ROOTS	!! Q KNOW™ FROM	SUBJECT	RECEIVED	SIZE	PROJEC.	PROJE. VE... CEDANTACTI...
JOHNS VIEW	<input checked="" type="checkbox"/> @ BOB@WILLIS.COM <input checked="" type="checkbox"/> @ GREG@AON.COM <input checked="" type="checkbox"/> @ GREG@AON.COM <input checked="" type="checkbox"/> @ DAVE.DAVE@AON.COM	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL CIGNA - PROPERTY - XL 2001 COVER CIGNA BURGLARY AND THEFT TTY XL-2002	THU 7/4/2002 12:09 PM MON 7/1/2002 10:48 AM WED 6/26/2002 1:42 PM TUE 6/25/2002 5:05 PM	30 KB AMERL... 30 KB CIGNA... 30 KB CIGNA... 30 KB CIGNA...	1014 1013 1011 1010	CHUBB CLAIMS CIGNA UND... CIGNA CIGNA
<input type="checkbox"/> CHOOSE PROJECT TYPE...						
TYPES: 16905 TEMPLATES: 16907 <div style="display: flex; justify-content: space-around;"> <div> <input checked="" type="checkbox"/> SUBMISSION <input type="checkbox"/> CLAIM </div> <div> <input checked="" type="checkbox"/> NEW <input type="checkbox"/> RENEWAL <input type="checkbox"/> ENDORSEMENT </div> </div>						
PROJECT ID: 1019 NAME [AMERICAN AIRLINES - LIABILITY XL 2ND LAYER] <div style="float: right;"> <input type="button" value="NEXT"/> <input type="button" value="CANCEL"/> <input type="button" value="HELP"/> </div>						

CC: MARK@ABCRE.COM

ATTACHMENTS ◻ AMERICAN AIRLINES - LIABILITY - XL 2ND LAYER-2001.DOC

PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.

THANKS
BOB@WILLIS.COM

FIG. 169

17001

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

← BACK ⇄ □ ▾ ADDRESS

RELATIONSHIPS

VIEWS | FAVORITES | ROOTS

JOHNS VIEW

OUTLOOK:DELETED ITEMS|QKNOW

INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

1Q.KNOW™ □ ▾ FROM

16807

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER THU 7/4/2002 12:09 PM 30 KB AMERL... CHUBB CLAIMS

CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL MON 7/1/2002 10:48 AM 30 KB CIGNA... CIGNA UND...

CIGNA - PROPERTY - XL 2001 COVER WED 6/26/2002 1:42 PM 30 KB CIGNA... 1011 CIGNA

CIGNA BURGLARY AND THEFTTY XL 2002 TUE 6/25/2002 5:05 PM 30 KB CIGNA... 1010 CIGNA

TEST99.. 1013 CHUBB CLAIMS

WILDM.. 1013 ACCE... CLAIMS

SELECT PROJECT PROPERTIES...

PROJECT SUMMARY

17005

CEDANT CHUBB

BROKER AON

INSURED CIGNA

UNDERWRITER

STATUS PENDING

START TIME 7/30/2002 12:00 AM

UNDERWRITING YEAR

INCEPTION DATE TUESDAY, JULY 30, 2002

EXPIRY DATE TUESDAY, JULY 30, 2002

CURRENCY

EPI

RATING FACTORS

DEDUCTIBLE

TERM

WORKGROUP NOTIFY

DIVISION REINSURANCE

BRANCH MID WEST INC.

LOCATION

PRODUCT TYPE

PRODUCT CLASS

17007

PEOPLE

PEOPLE.BROKERS

CEDANTS.CHUBB

PARTNERS.ACCENTURE

PLACES

REINSURANCE.MID WEST

17009

PUBLISH

LATER

TO WORKGROUP

BACK FINISH CANCEL

TYPE A QUESTION FOR HELP ▾

GO

FIG. 170

[illegible]

FIG. 171

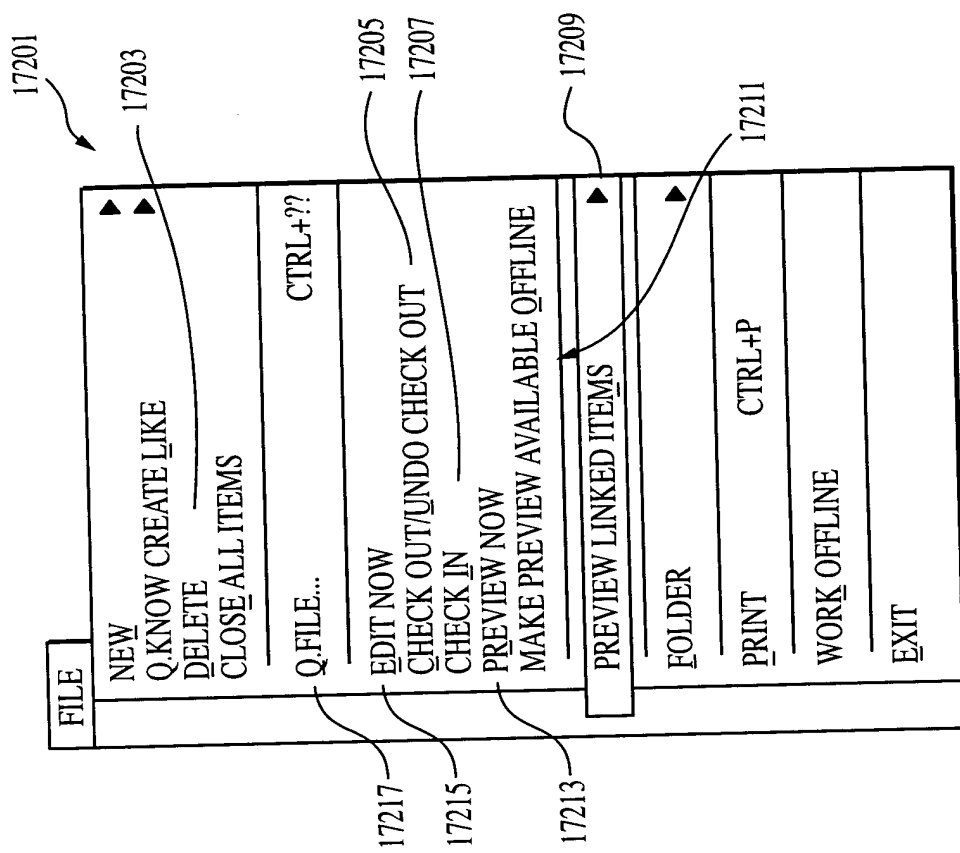


FIG. 172

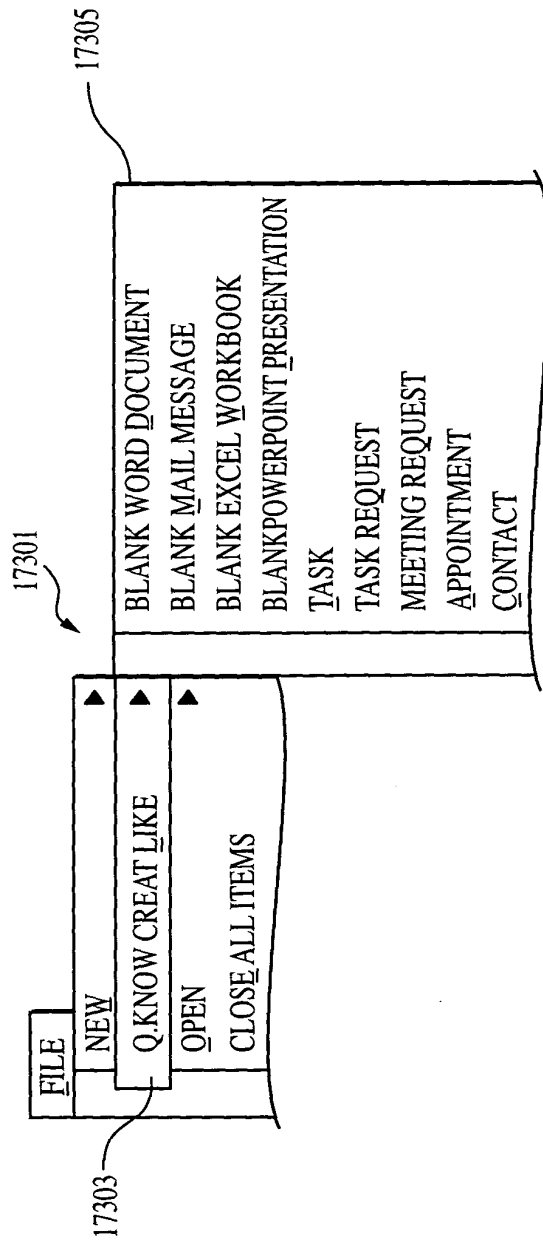


FIG. 173

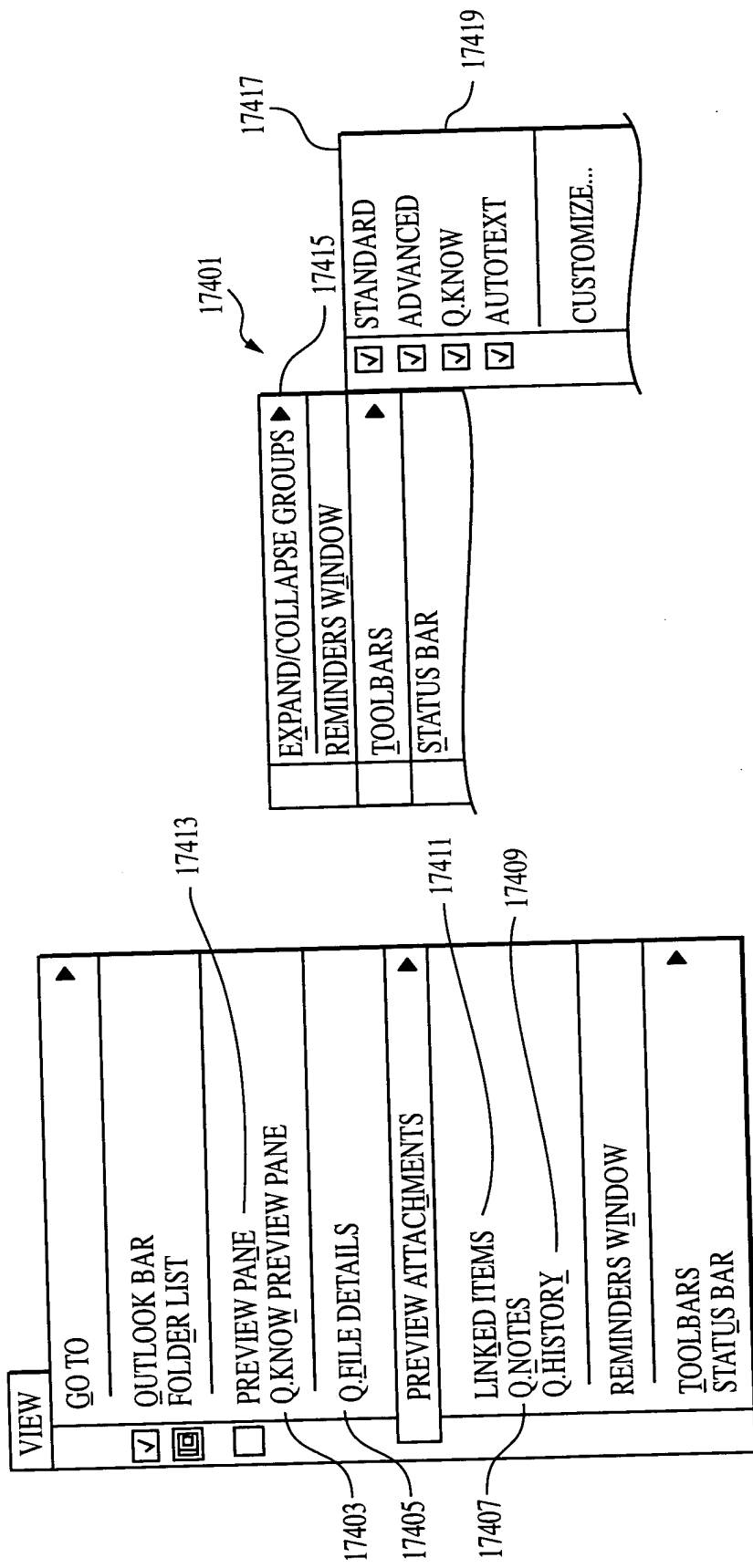


FIG. 174

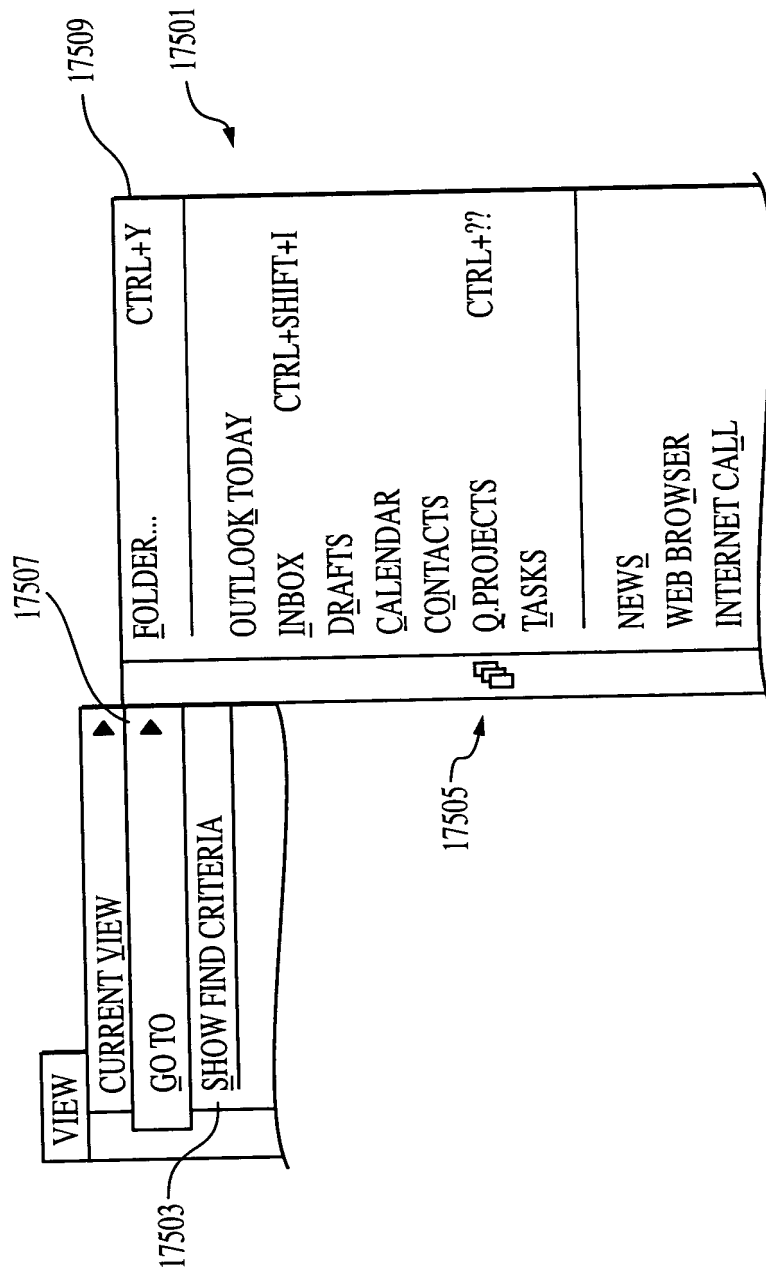


FIG. 175

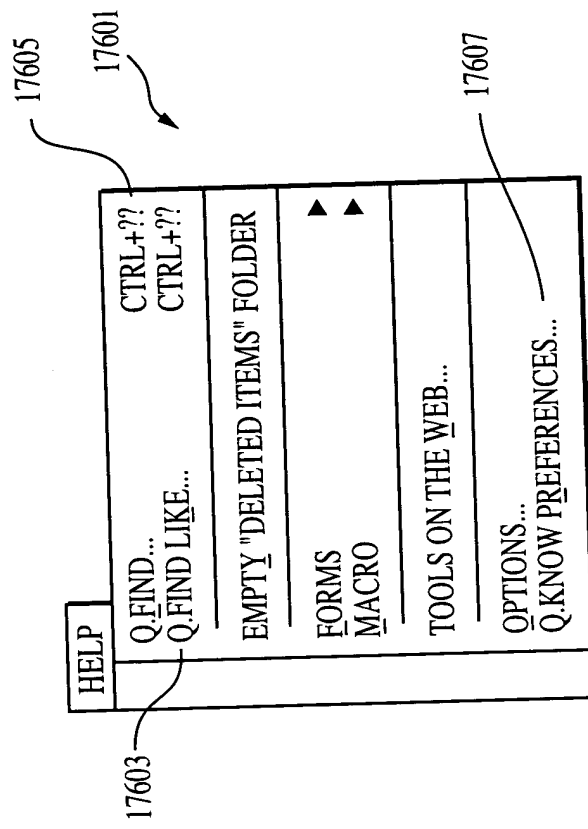


FIG. 176

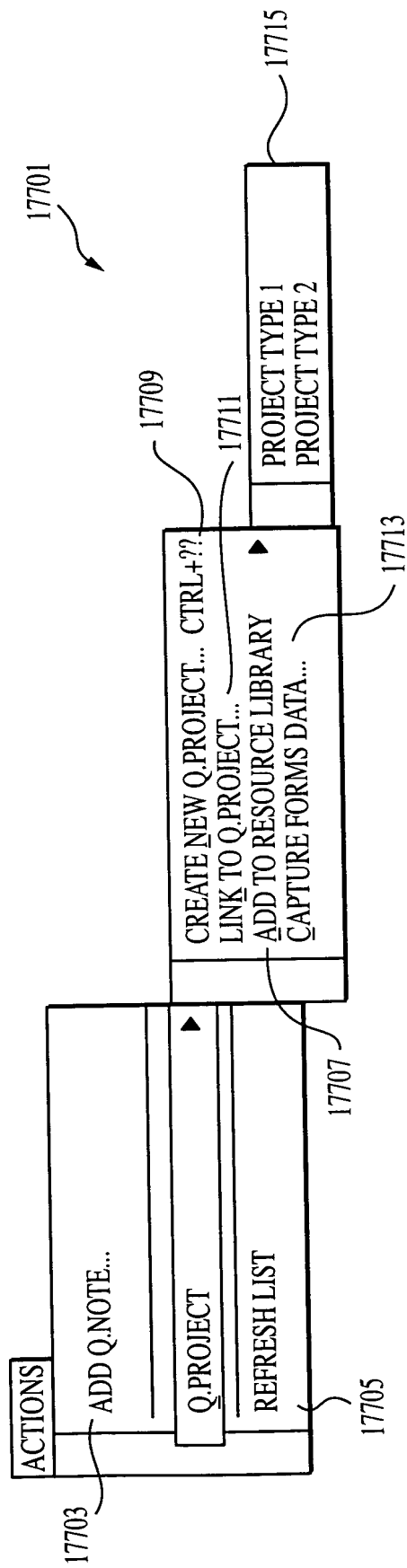


FIG. 177

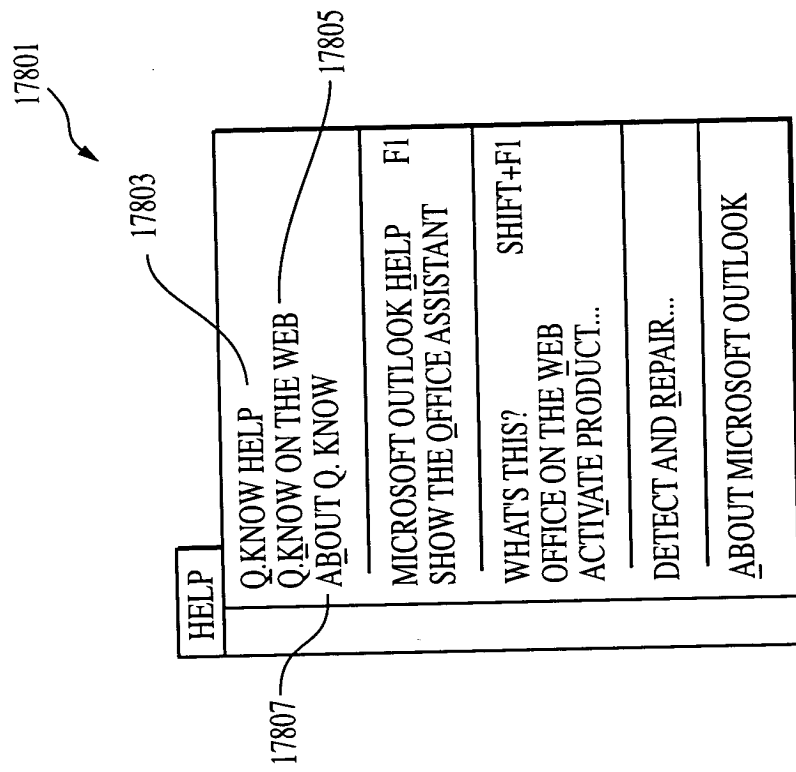


FIG. 178

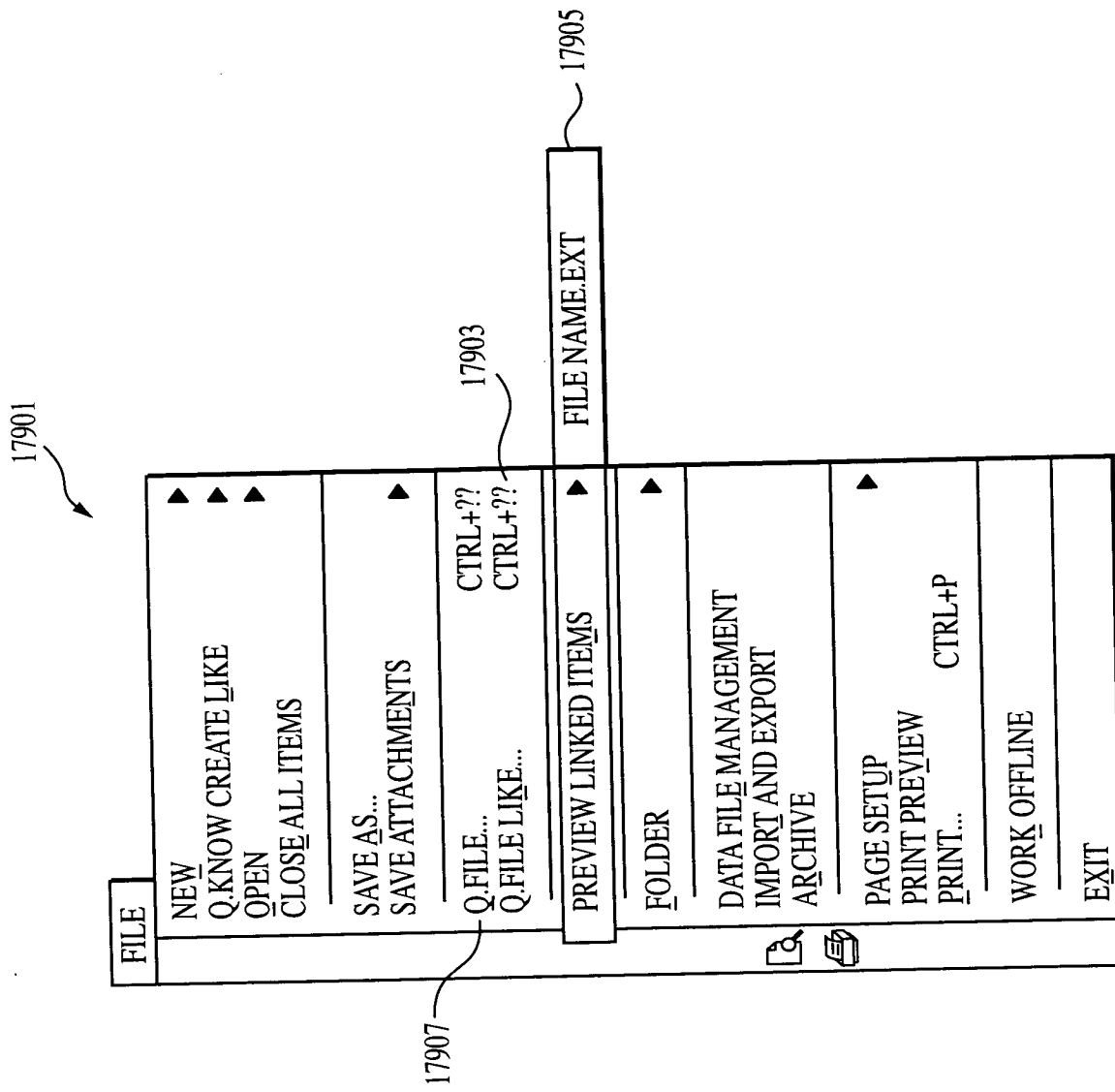


FIG. 179

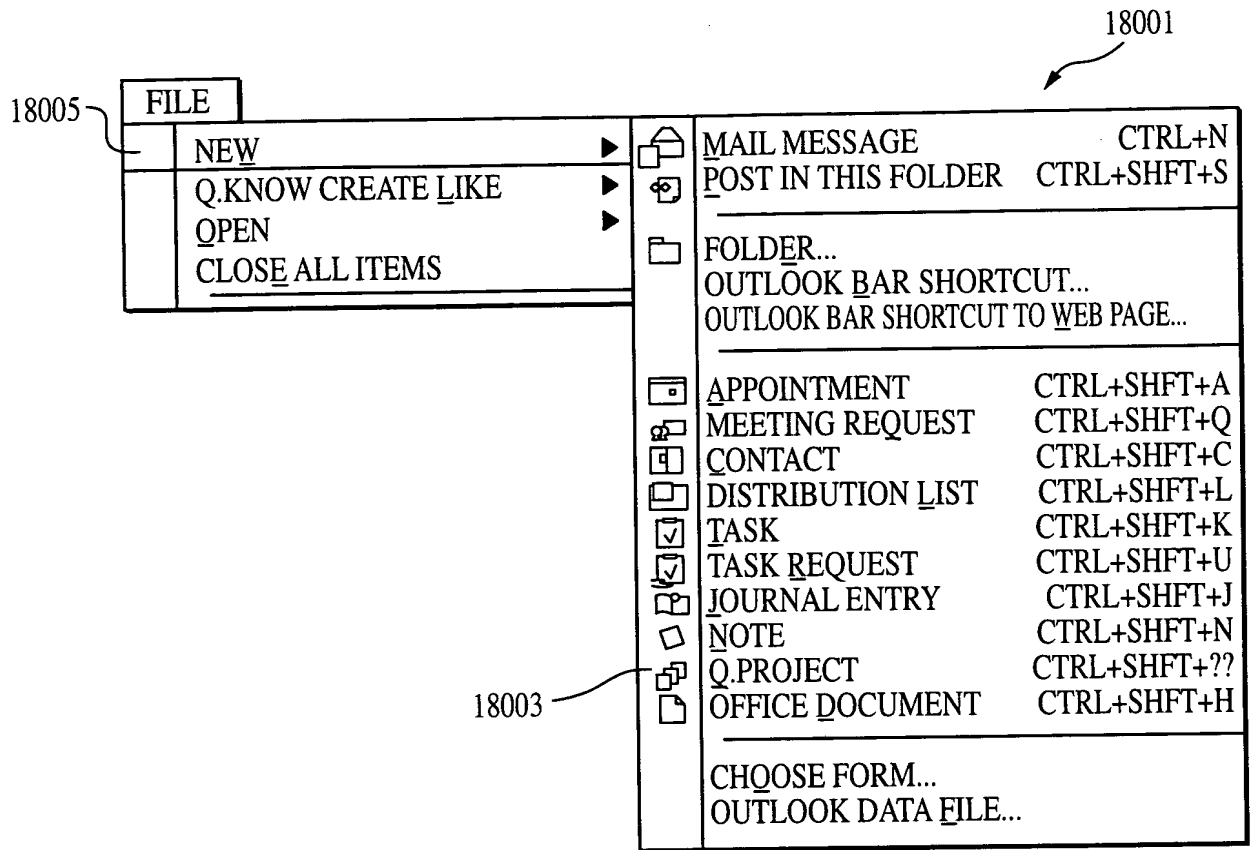


FIG. 180

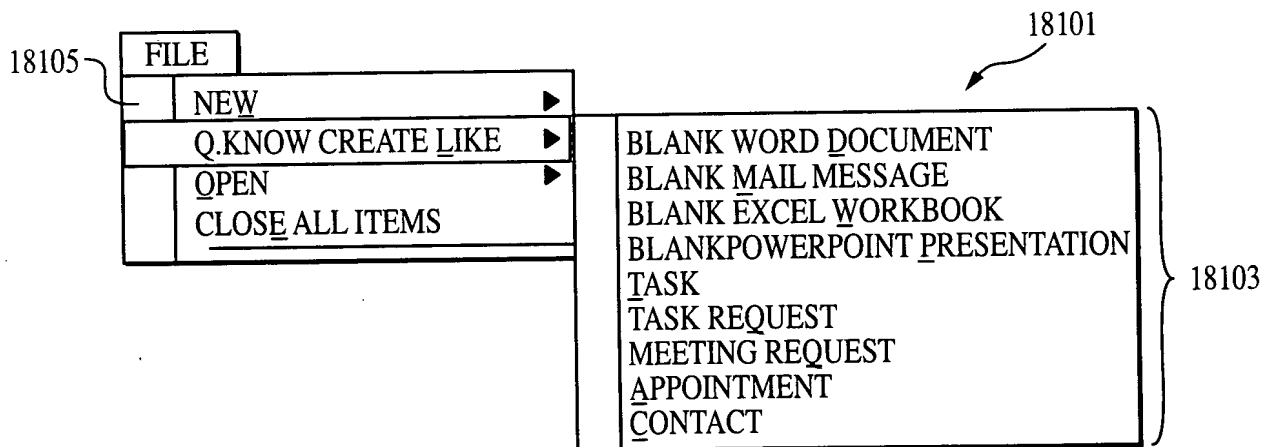


FIG. 181

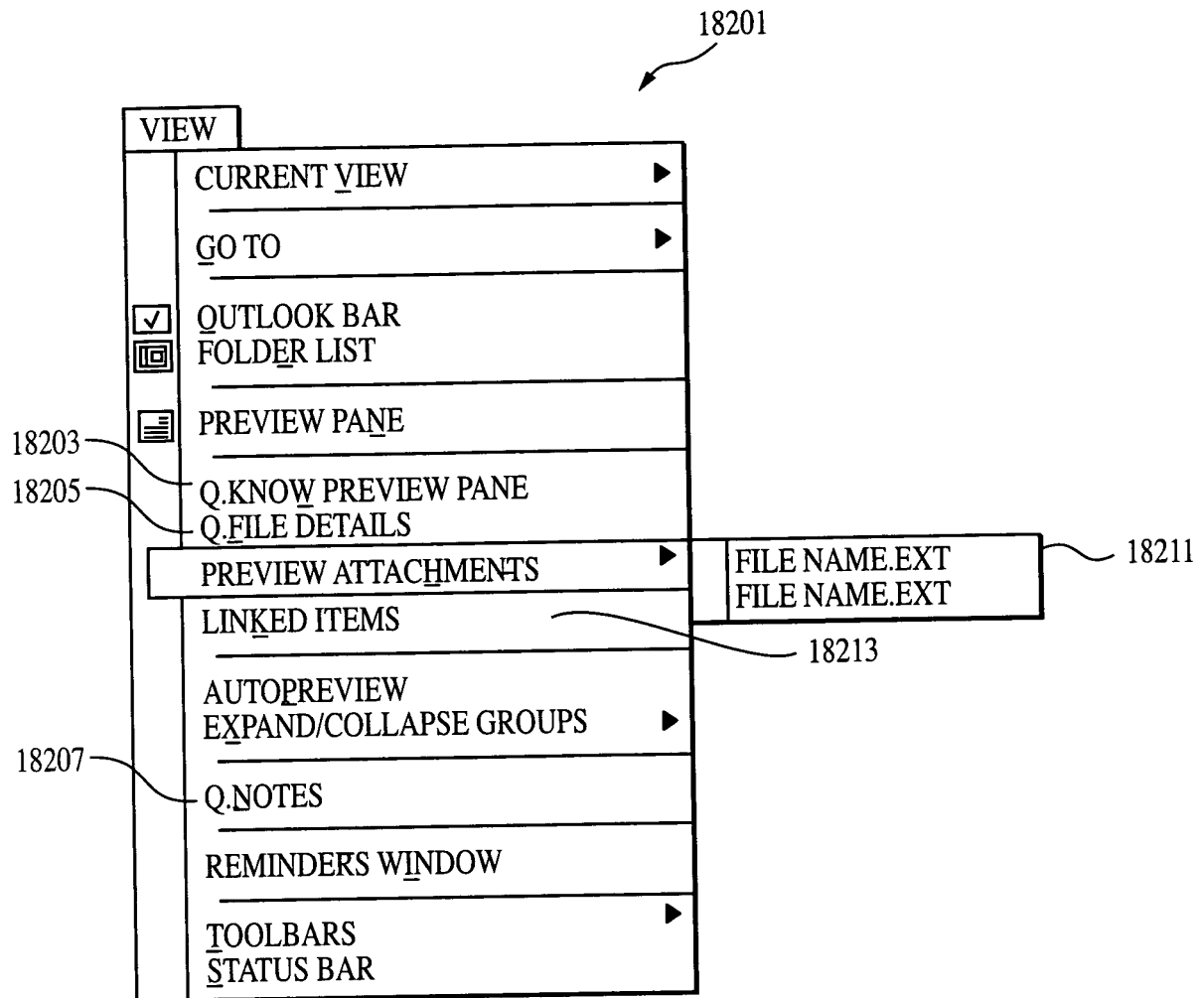


FIG. 182

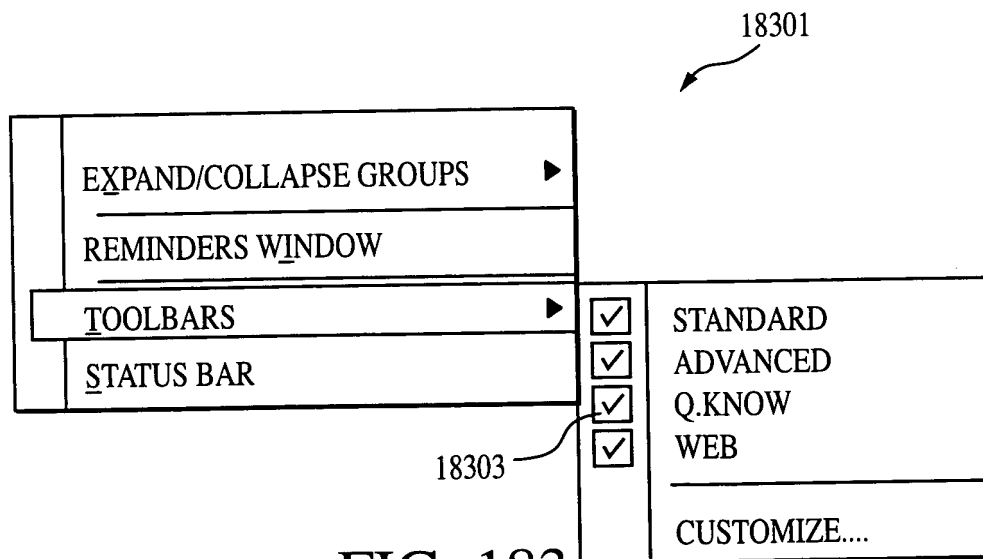


FIG. 183

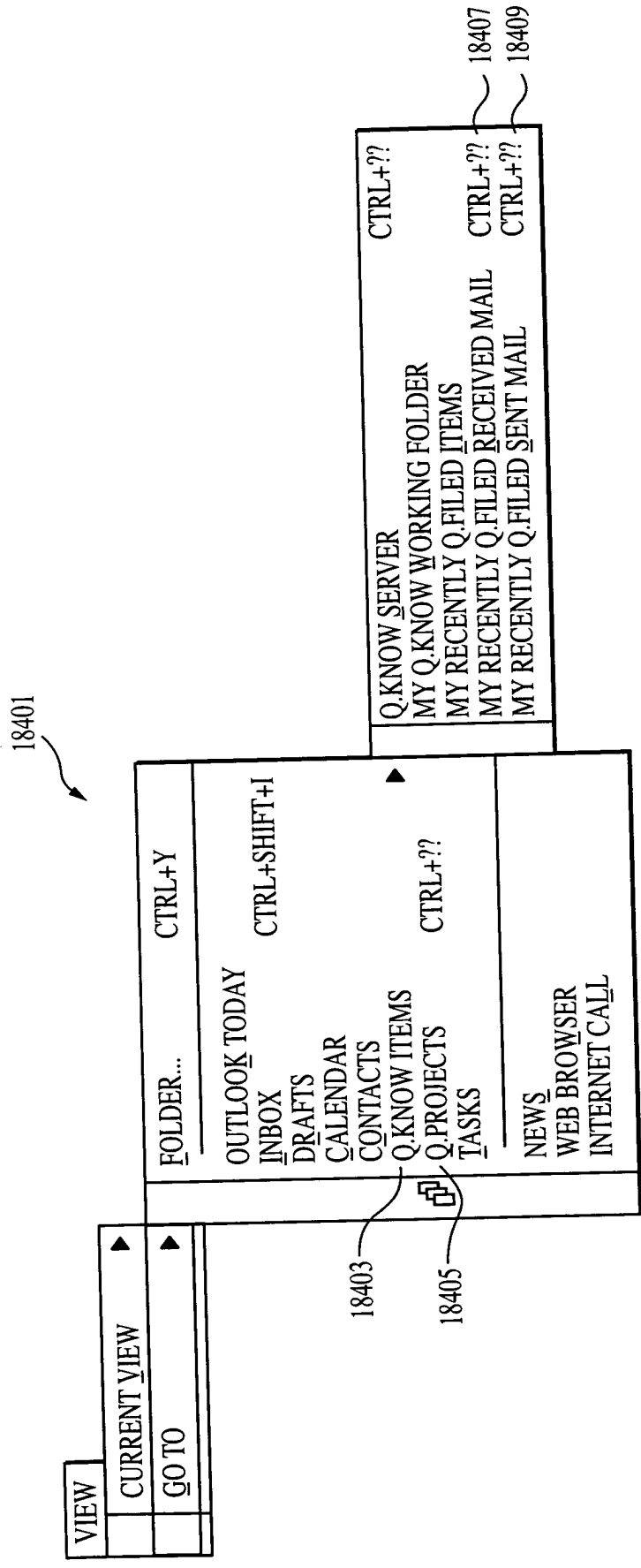


FIG. 184

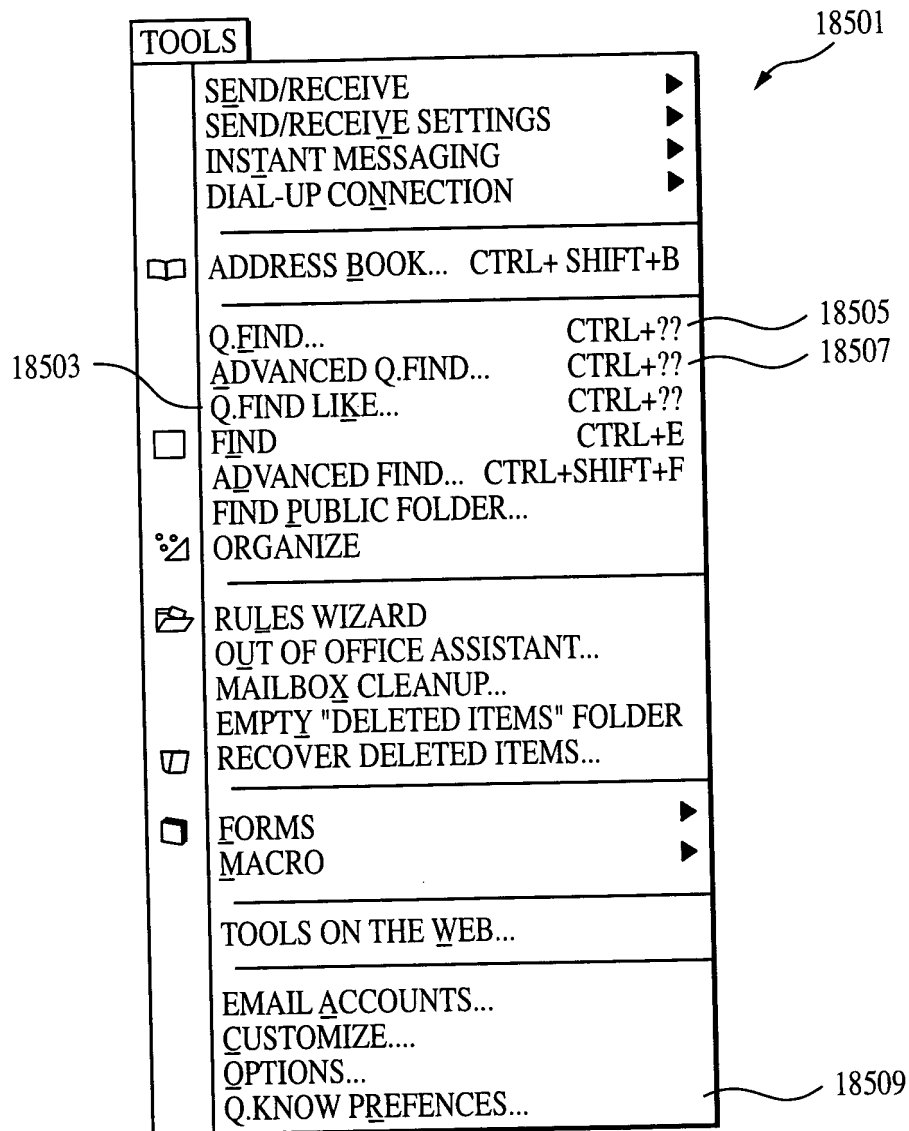


FIG. 185

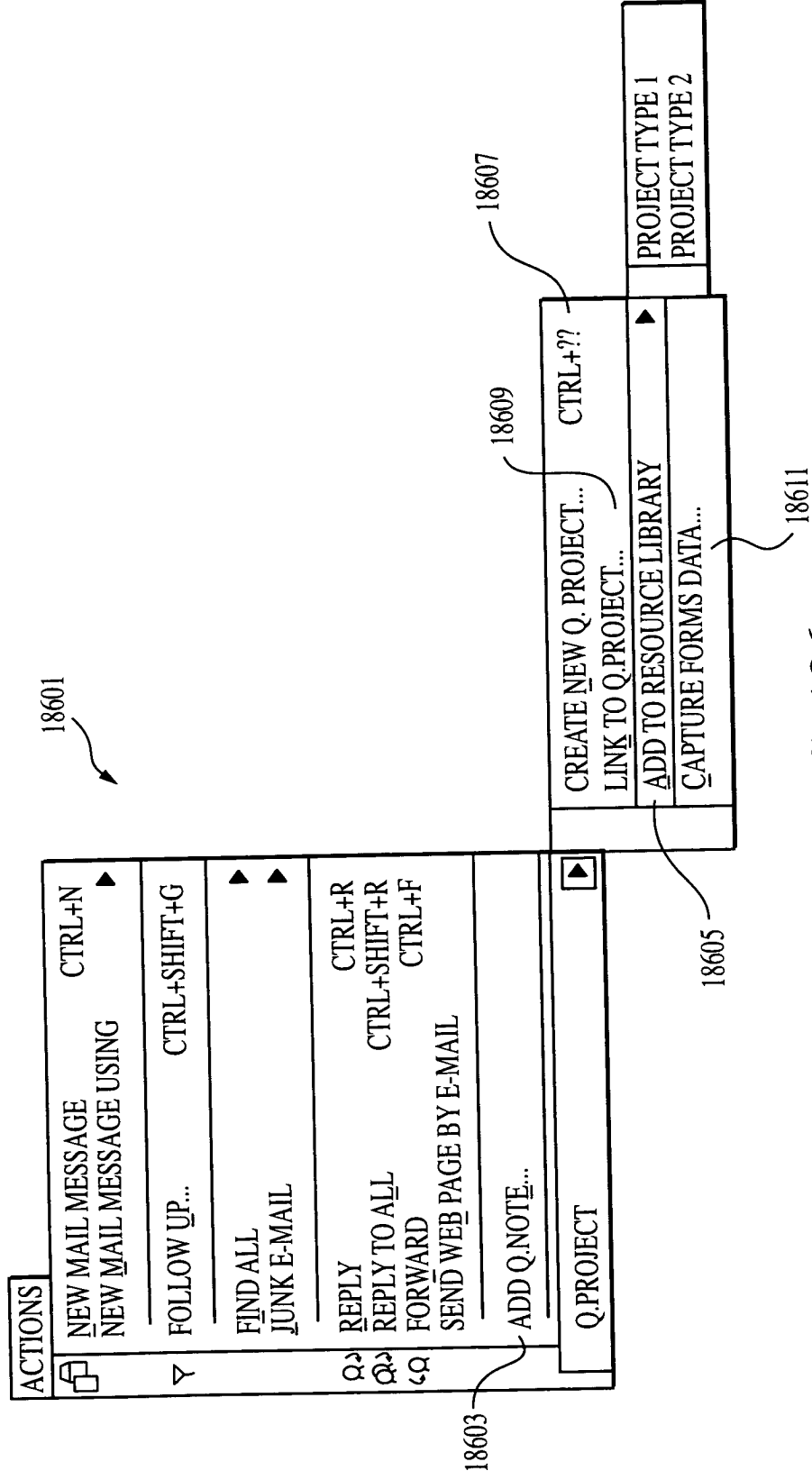


FIG. 186

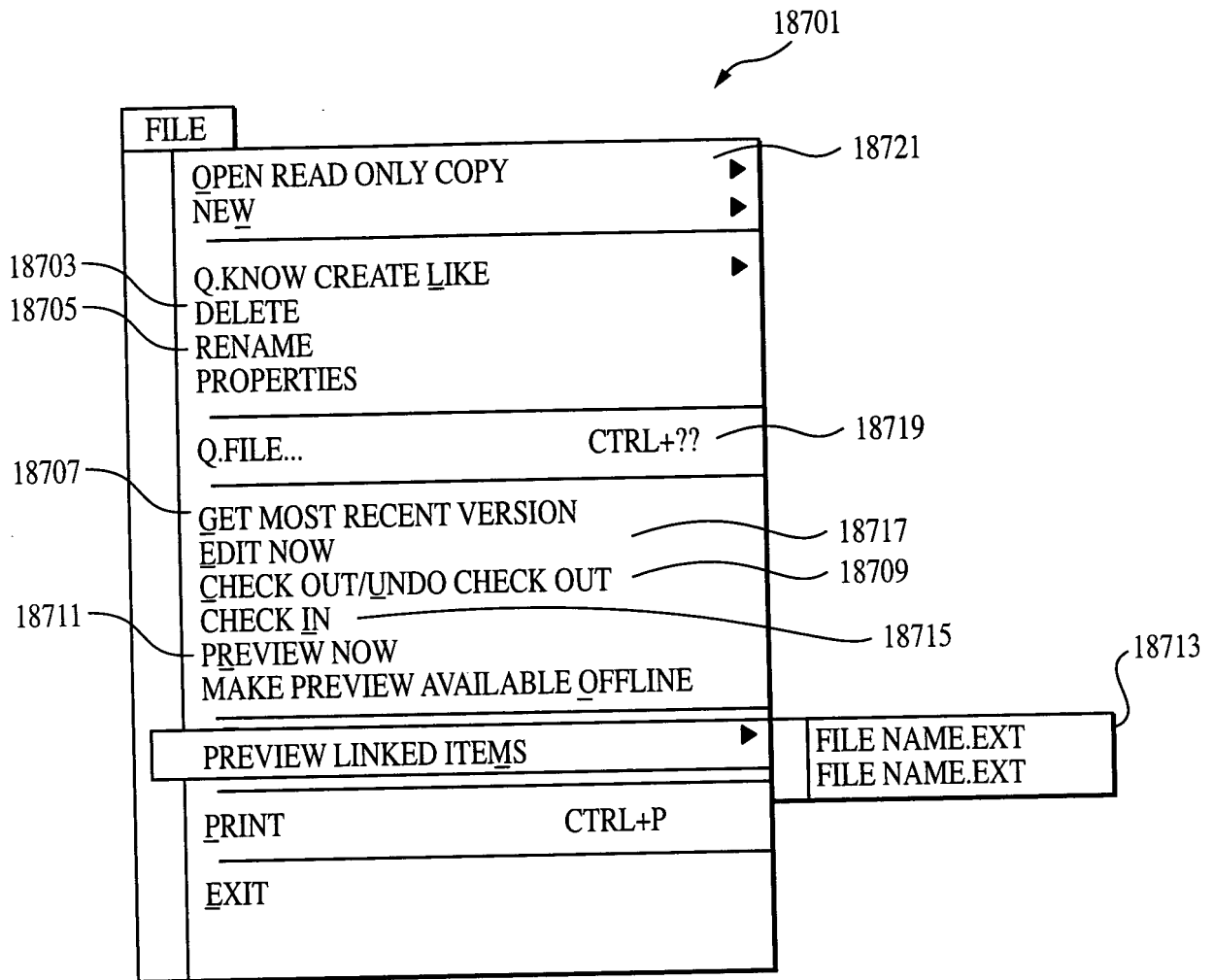


FIG. 187

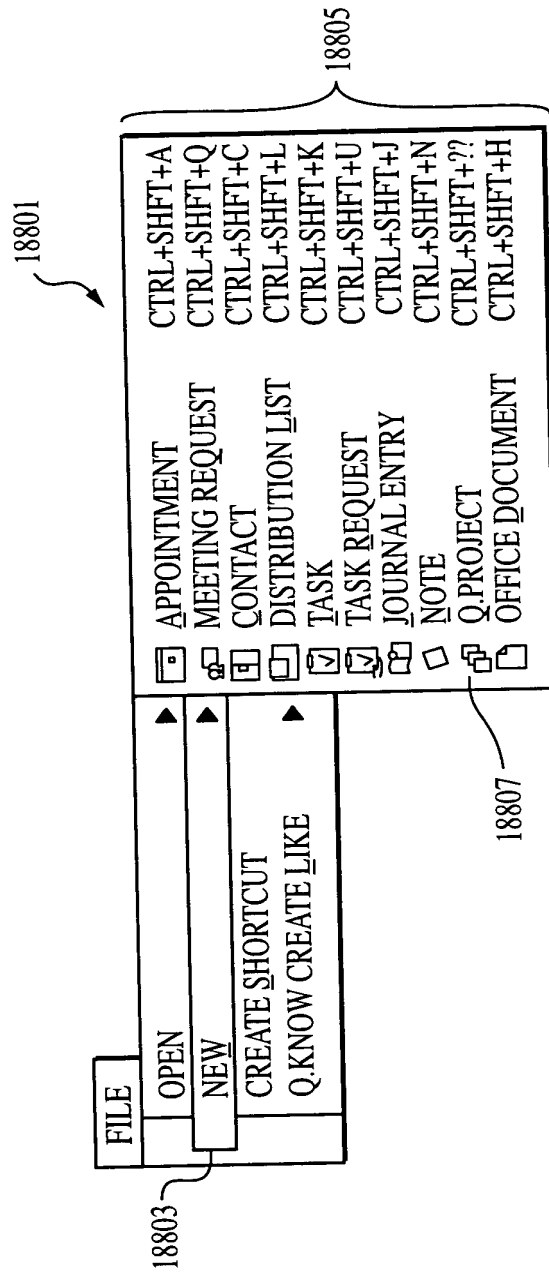


FIG. 188

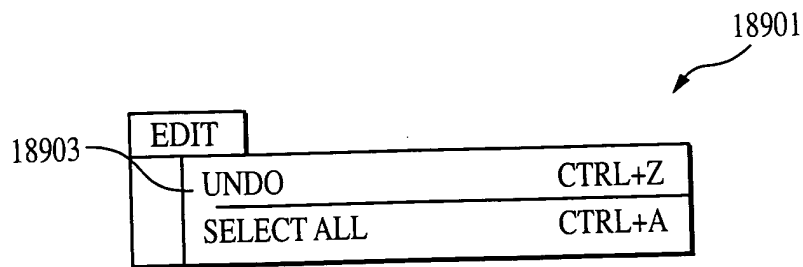


FIG. 189

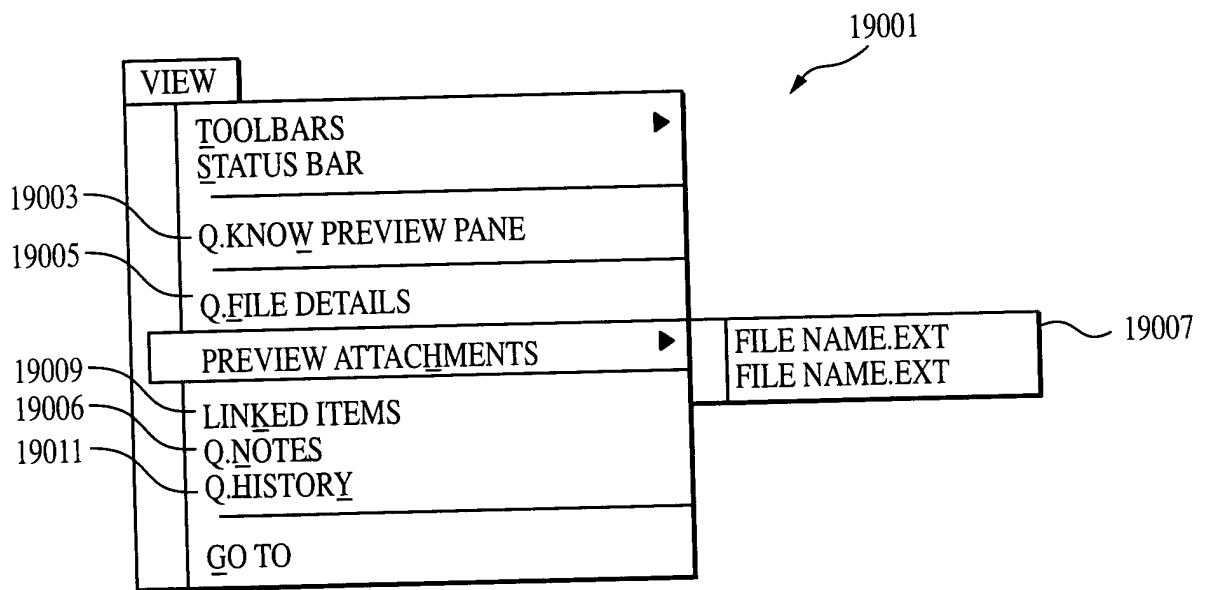


FIG. 190

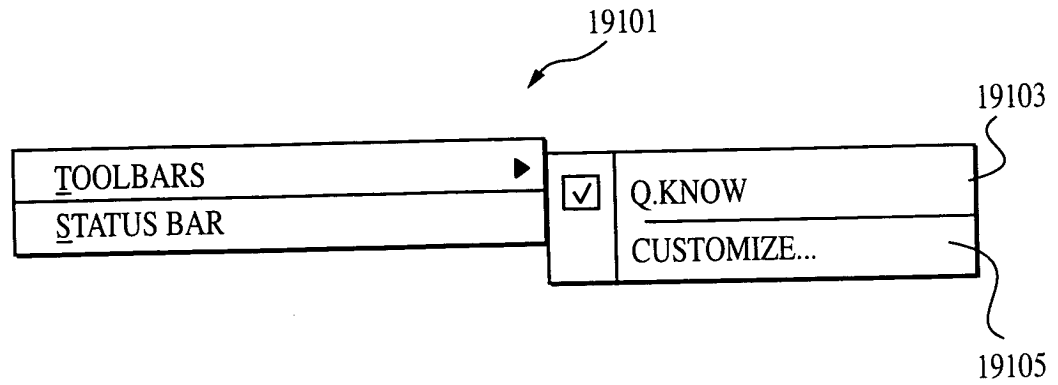


FIG. 191

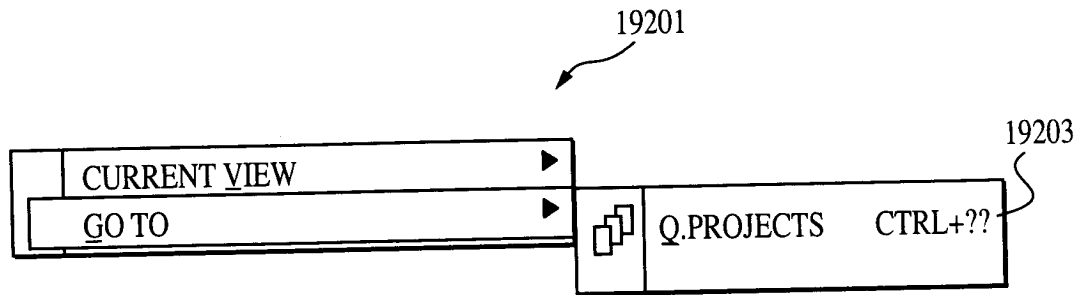


FIG. 192

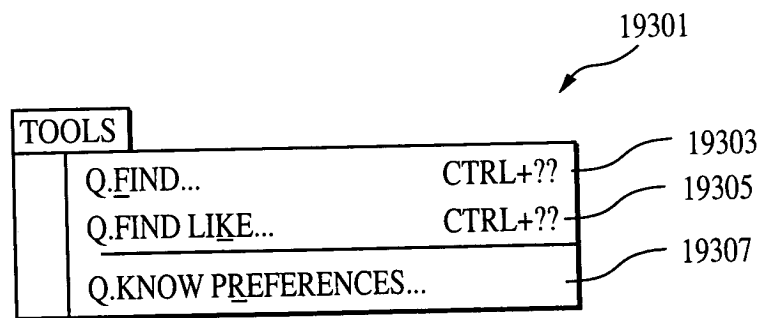


FIG. 193

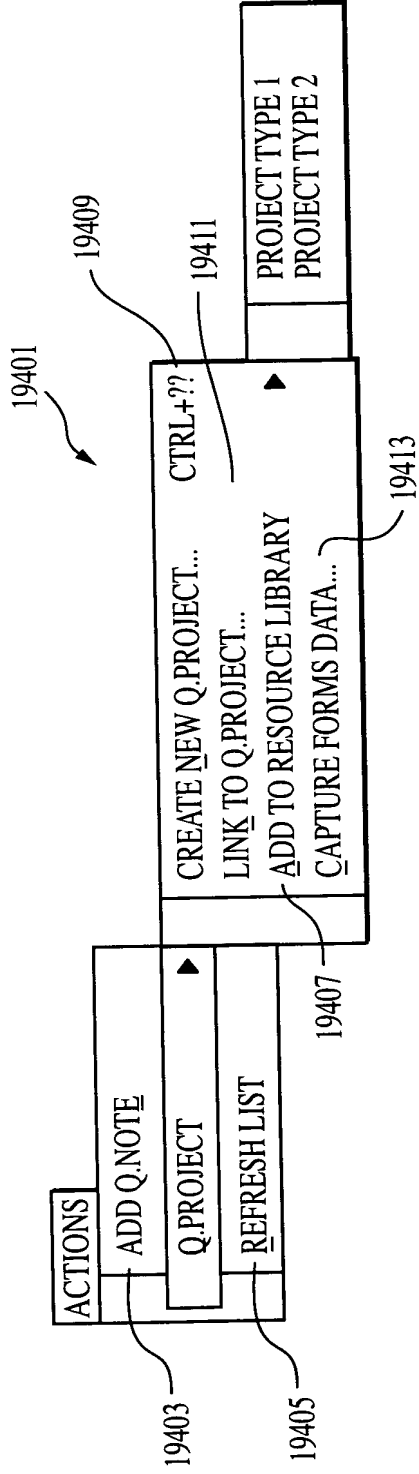


FIG. 194

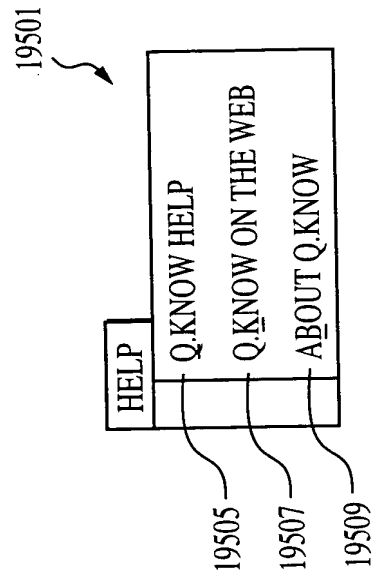


FIG. 195

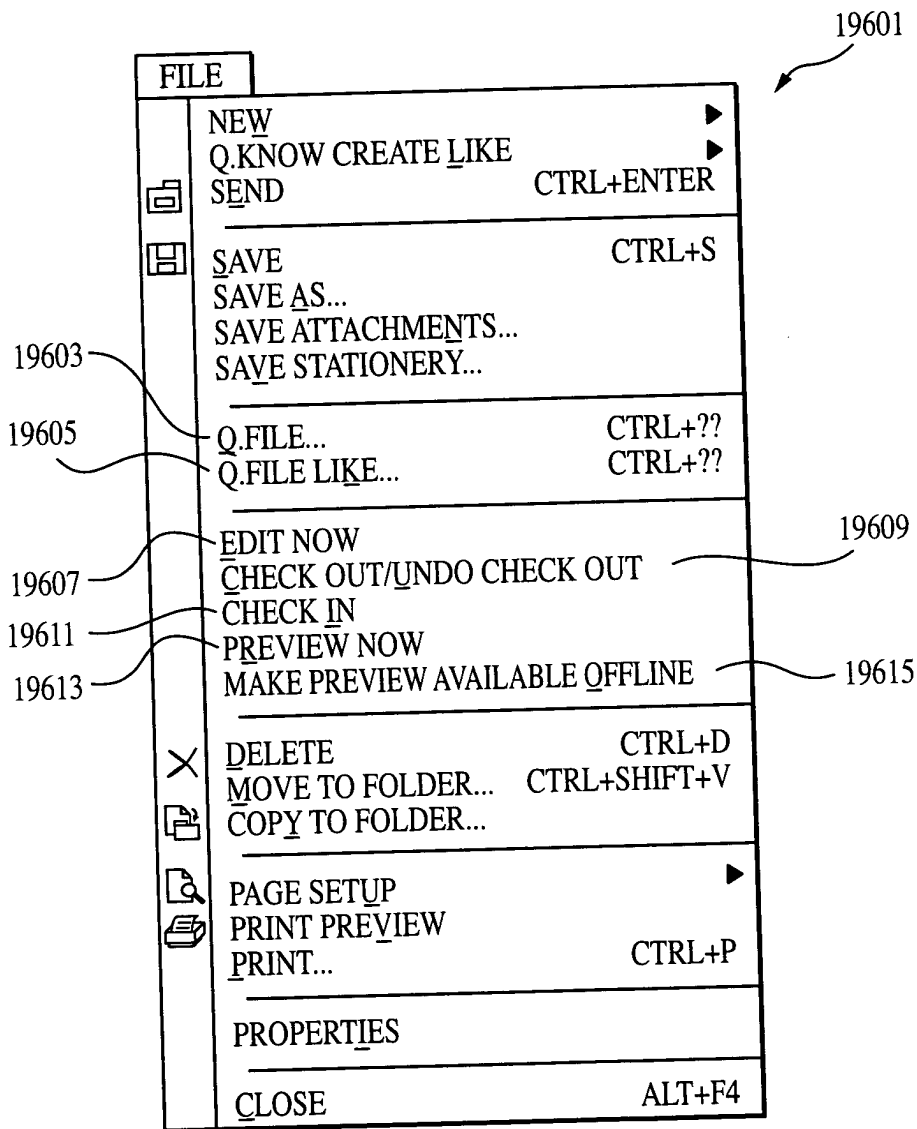


FIG. 196

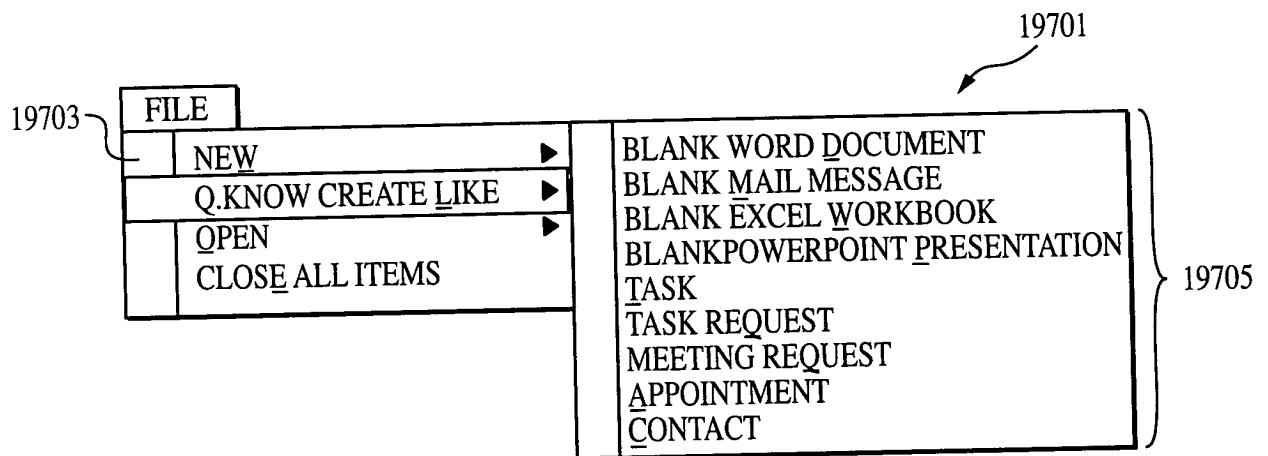


FIG. 197

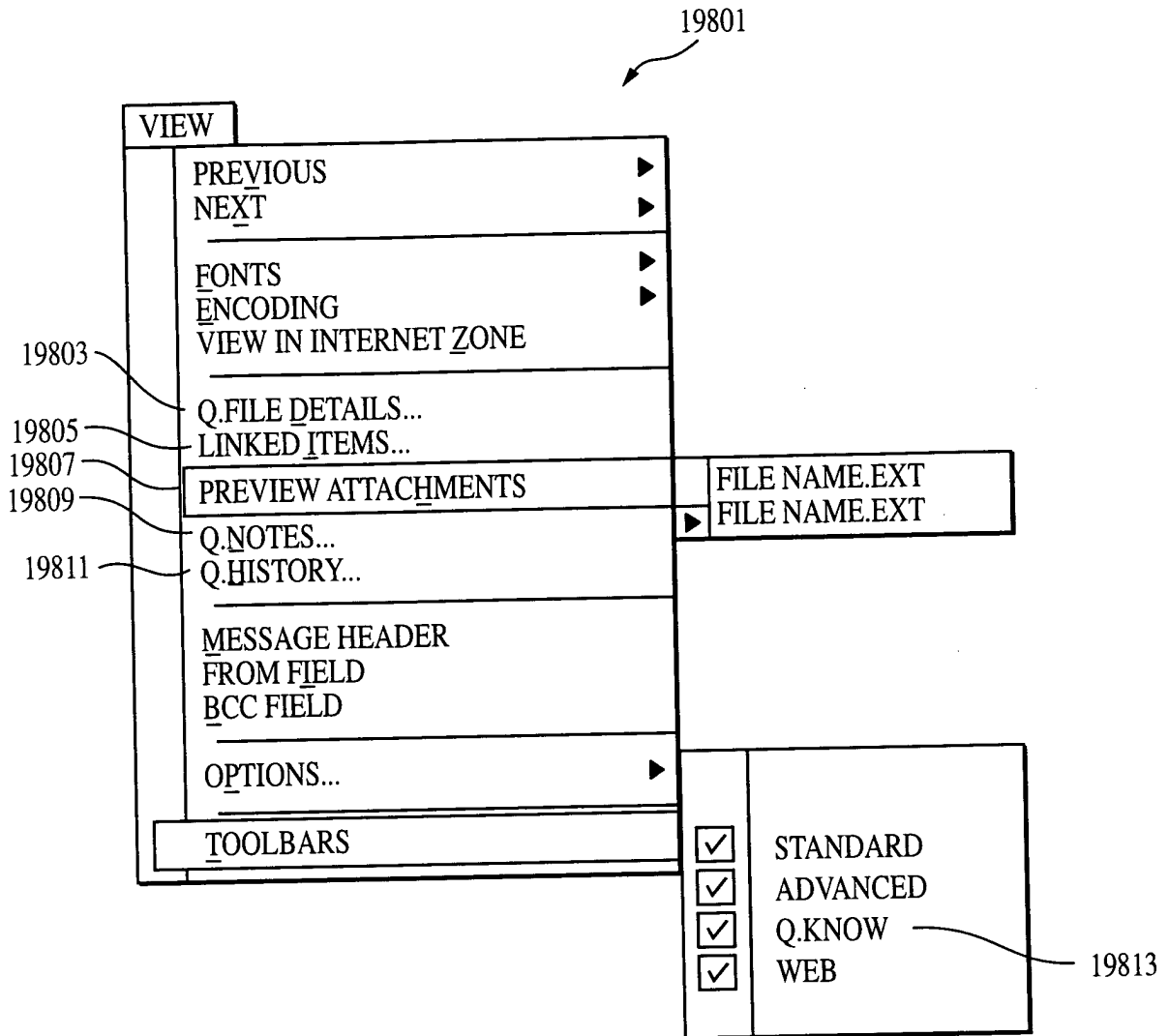


FIG. 198

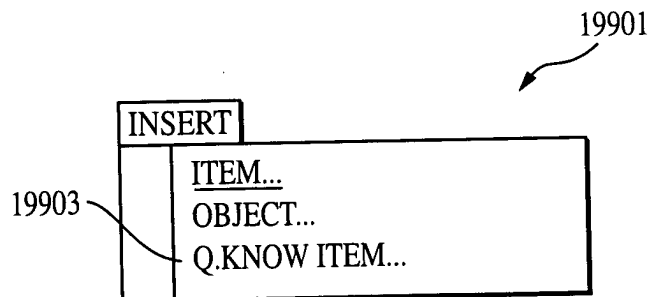


FIG. 199

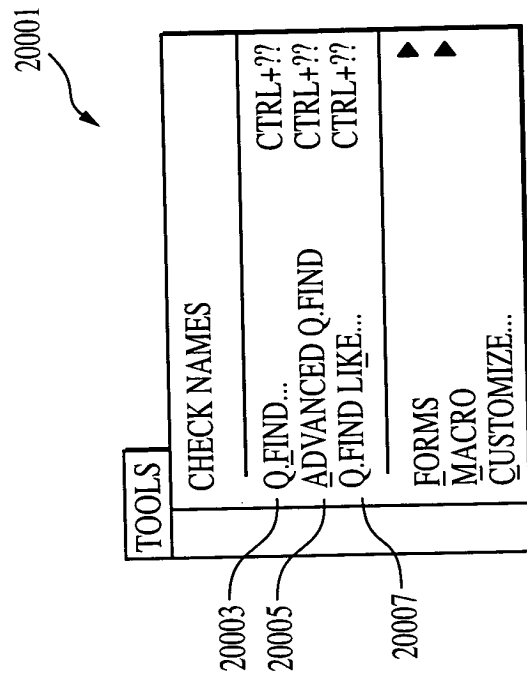


FIG. 200

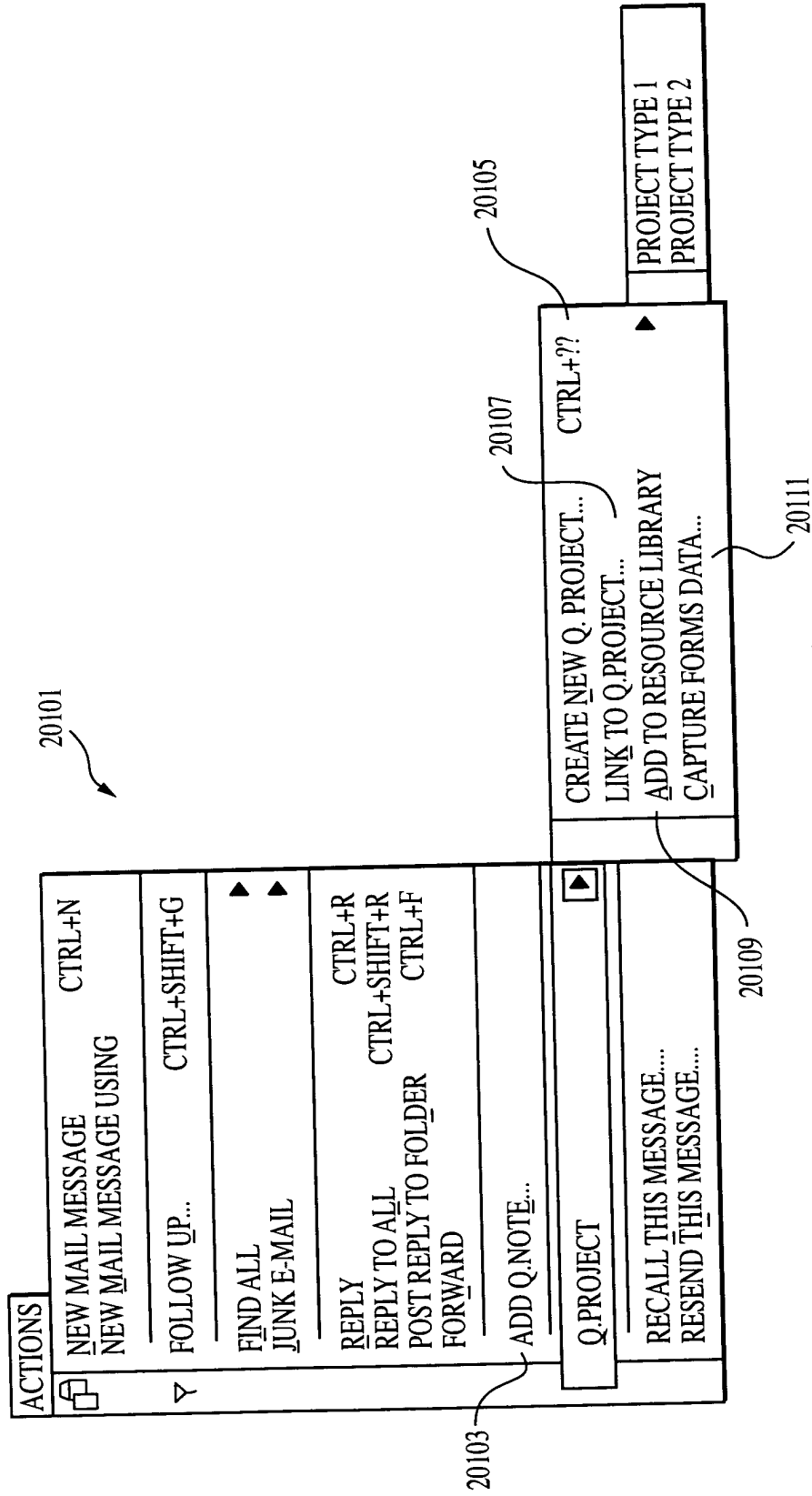


FIG. 201

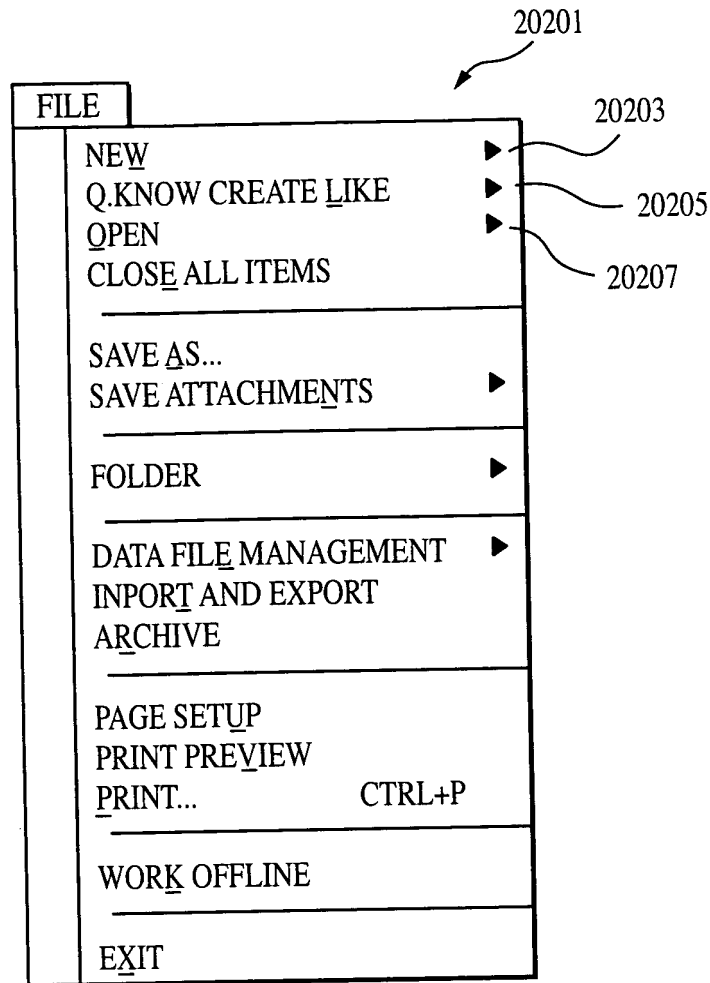


FIG. 202

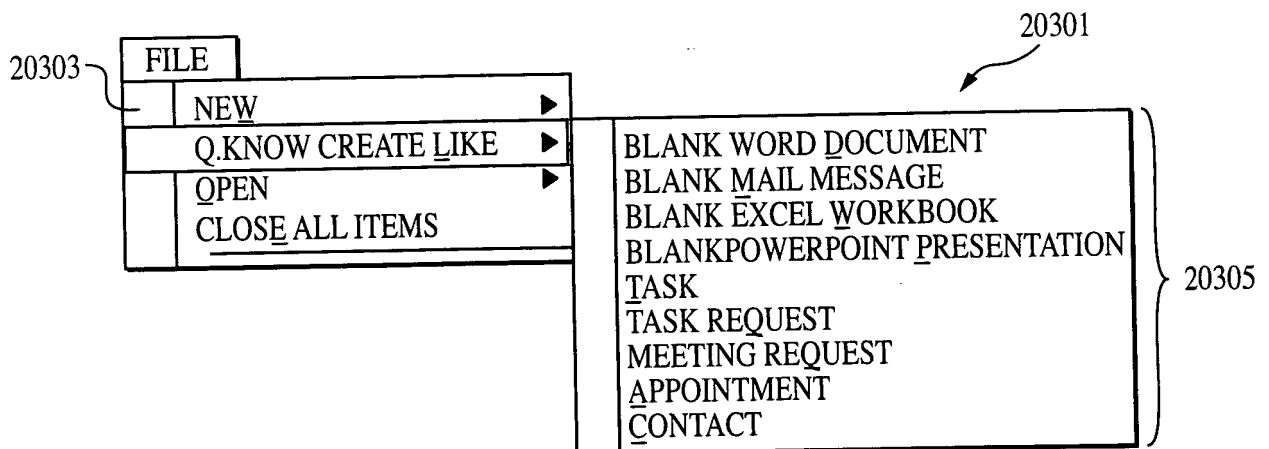


FIG. 203

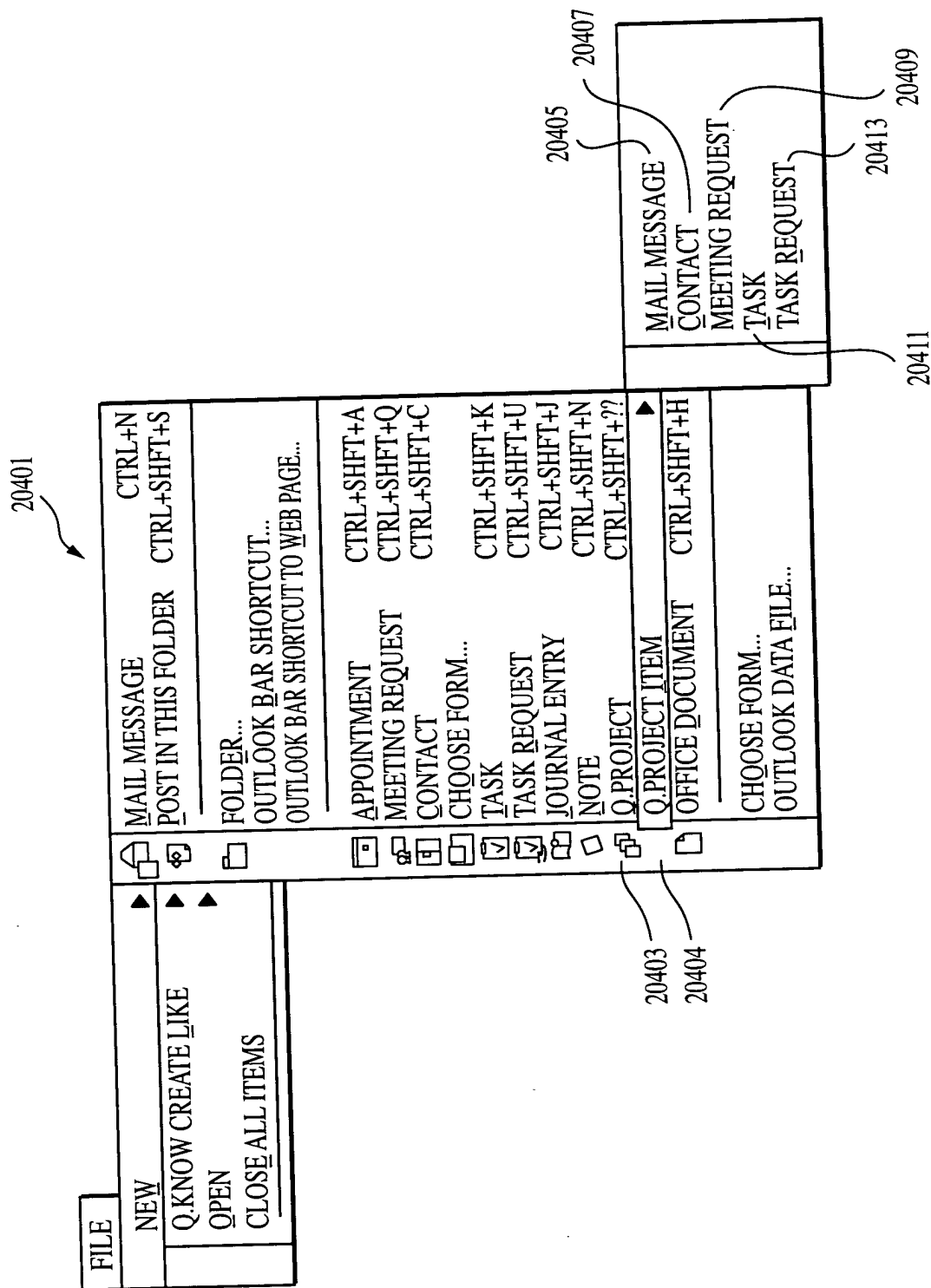


FIG. 204

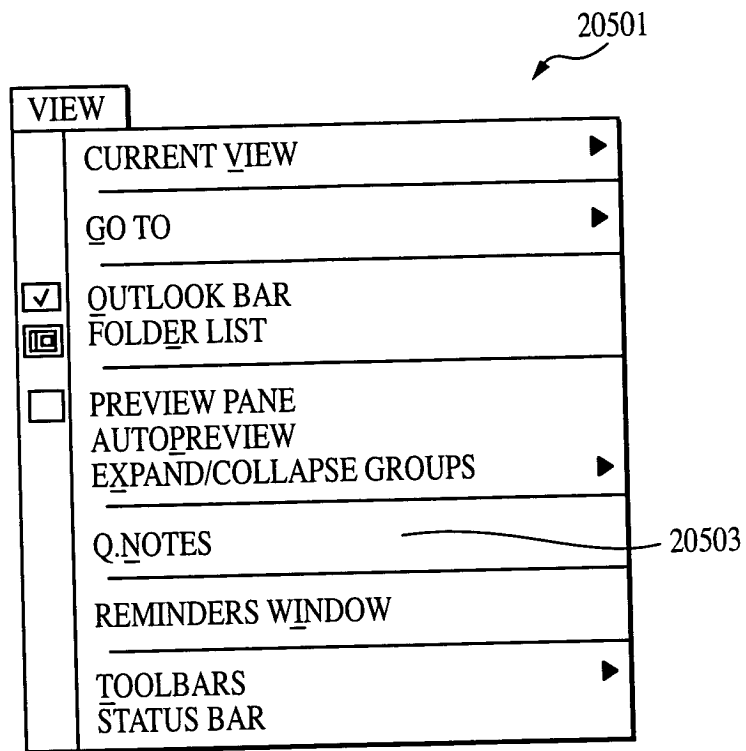


FIG. 205

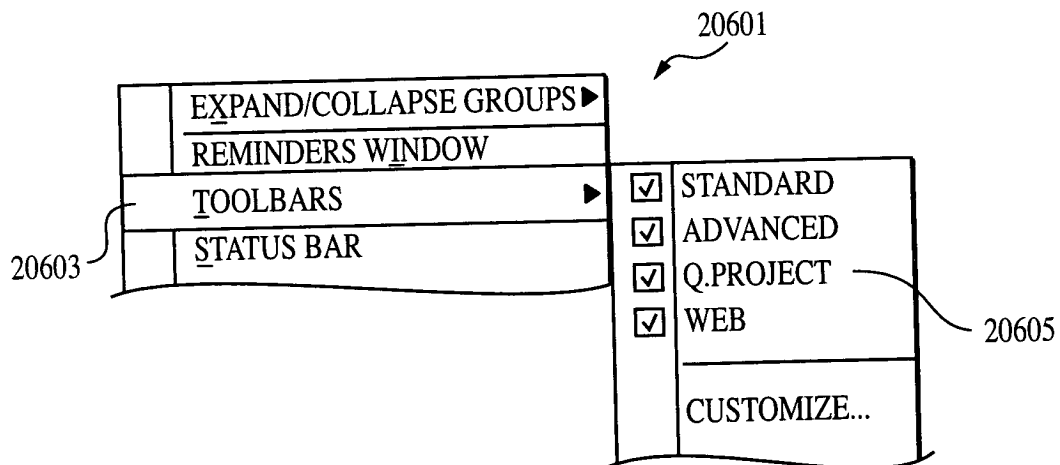


FIG. 206

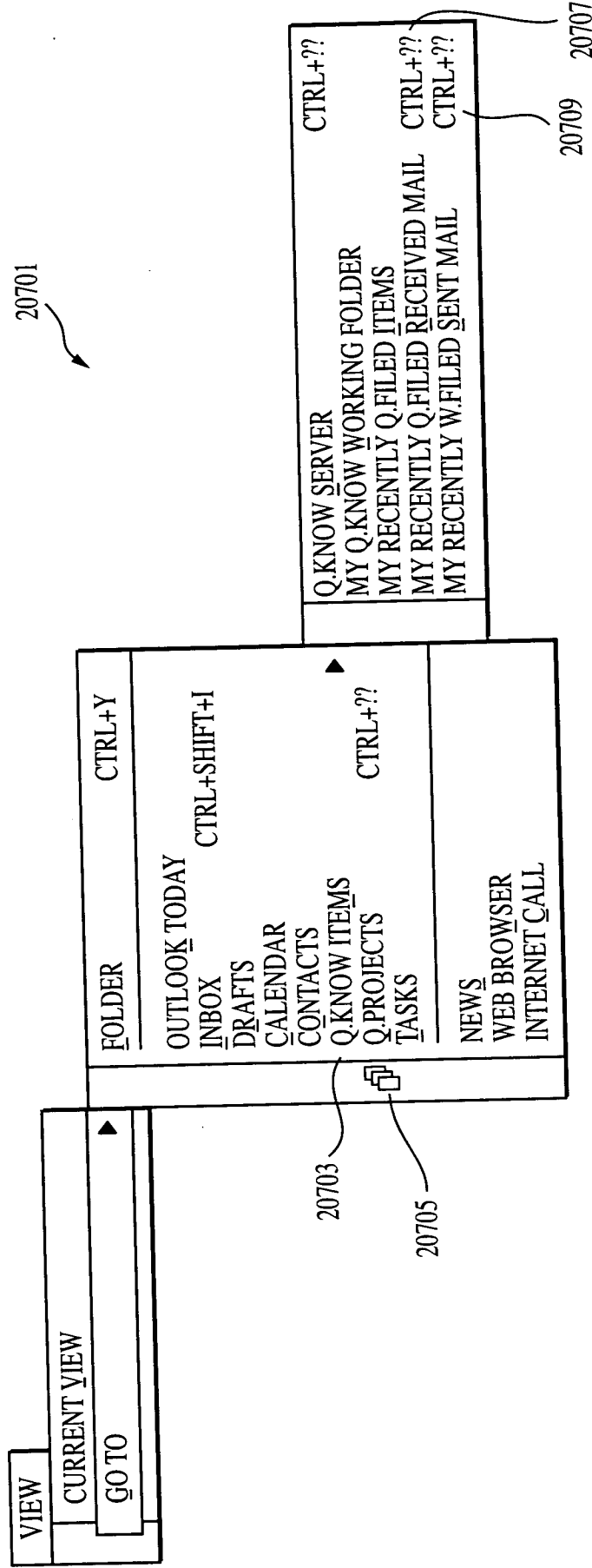


FIG. 207

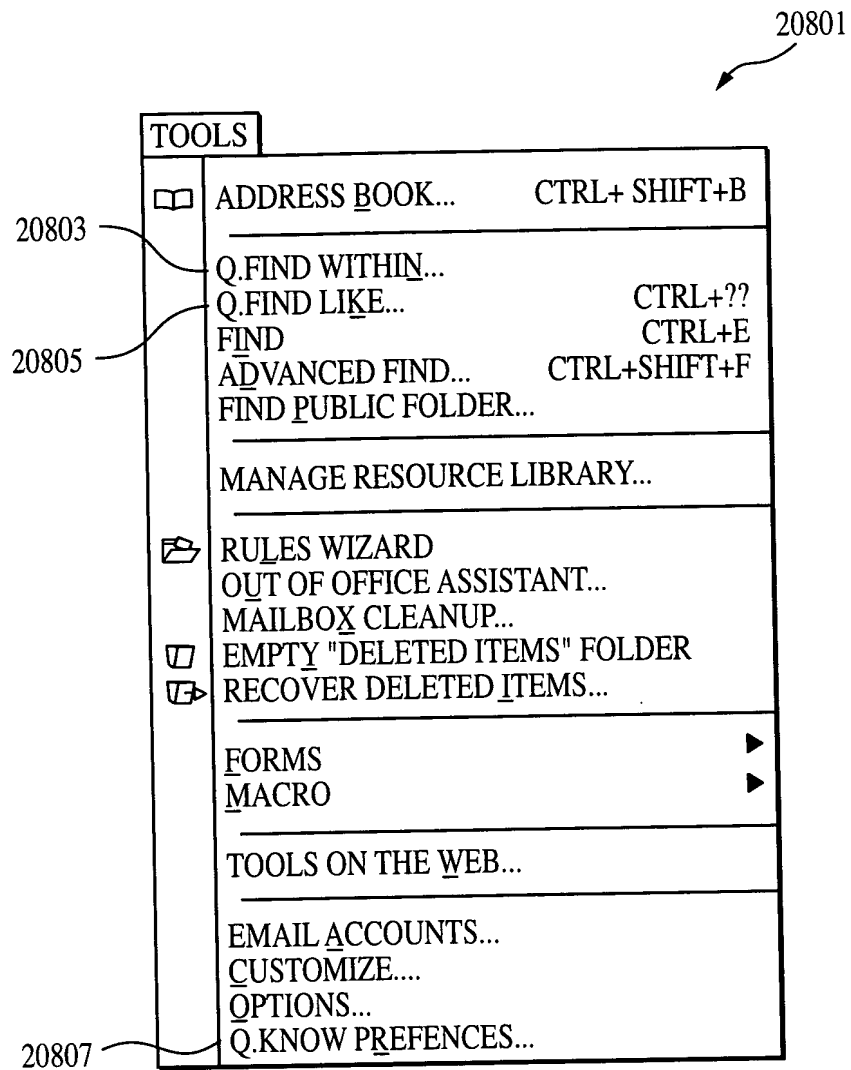


FIG. 208

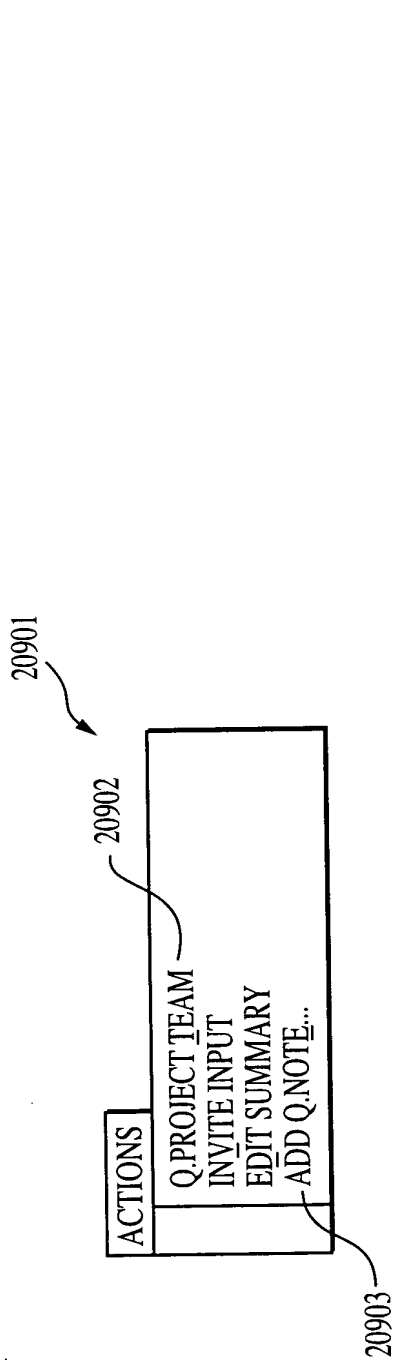


FIG. 209

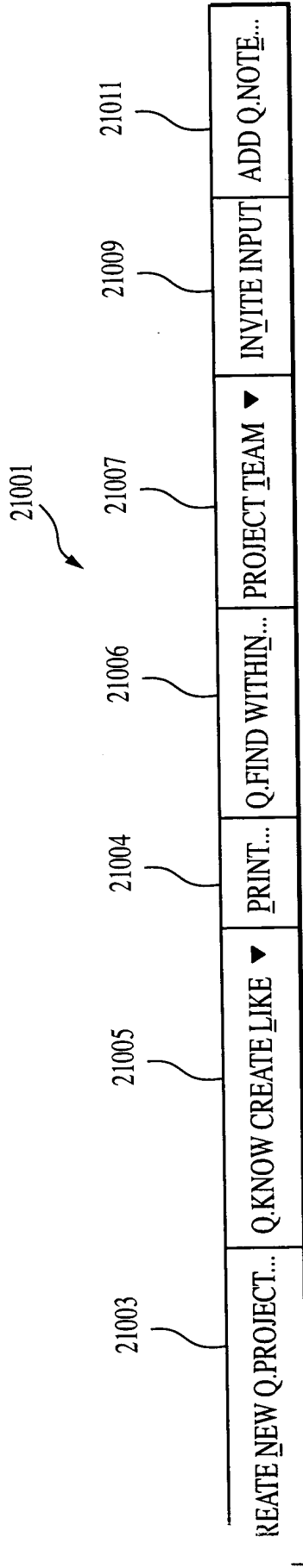


FIG. 210

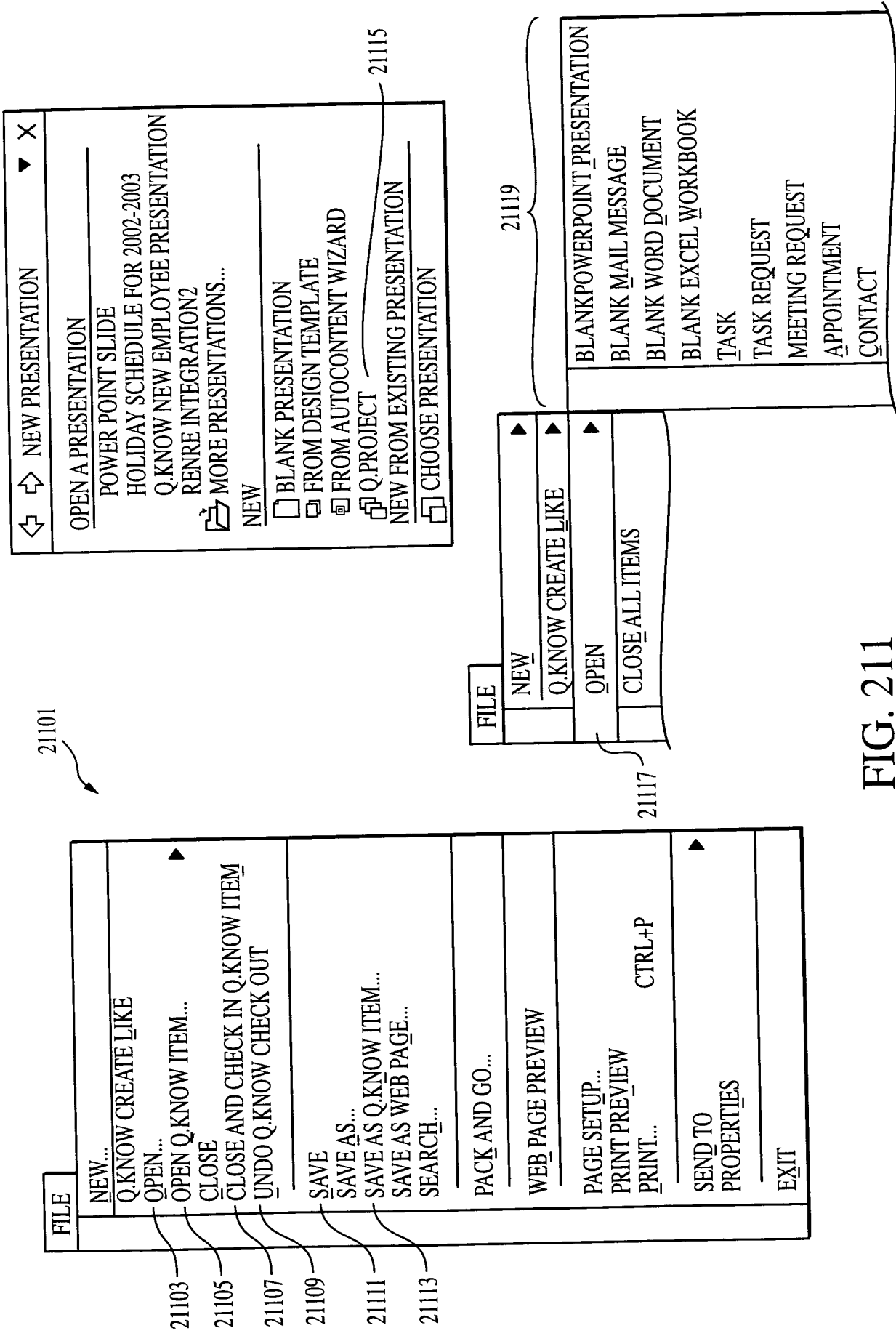


FIG. 211

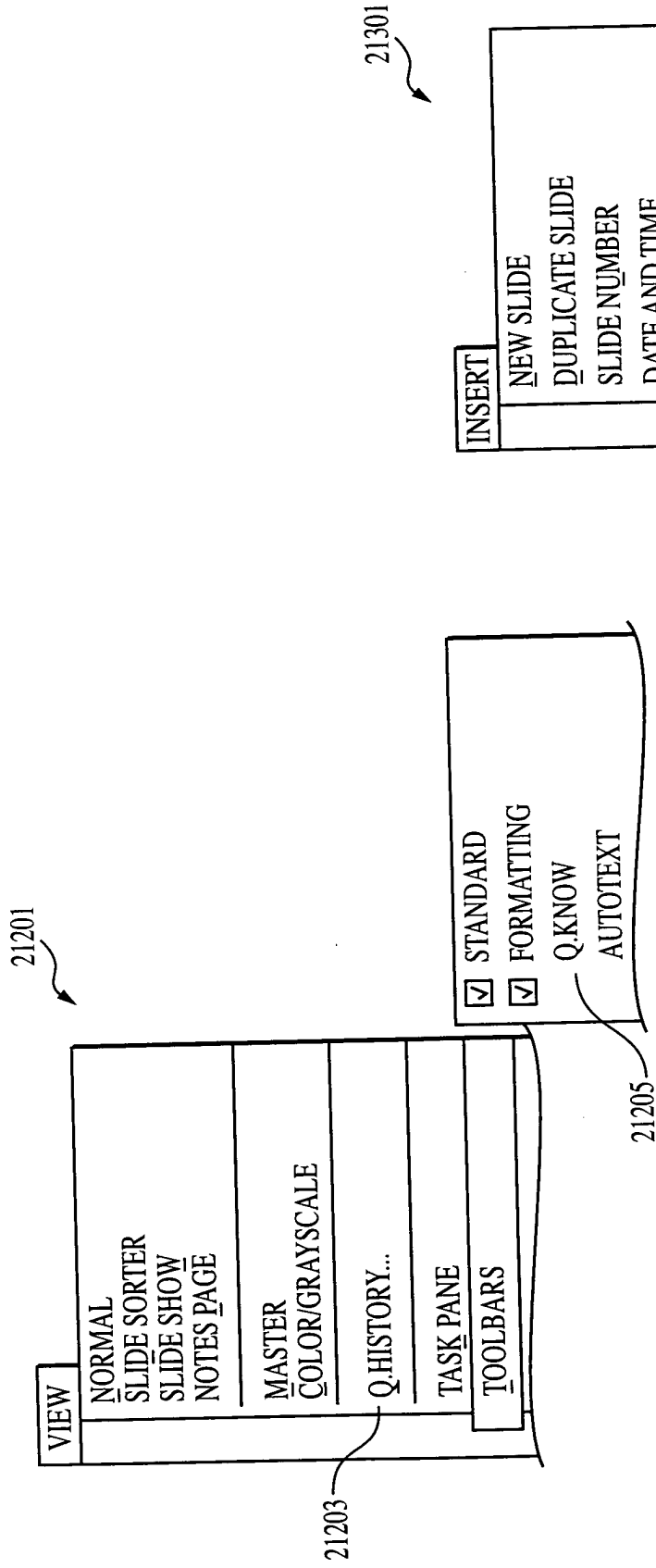


FIG. 212

FIG. 213

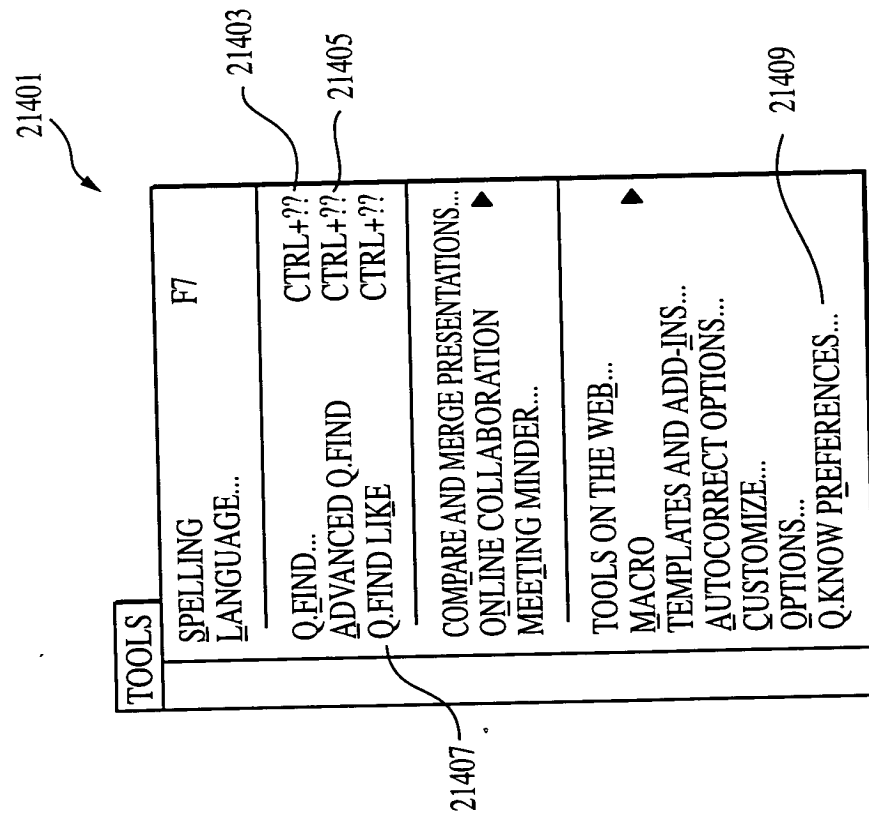


FIG. 214

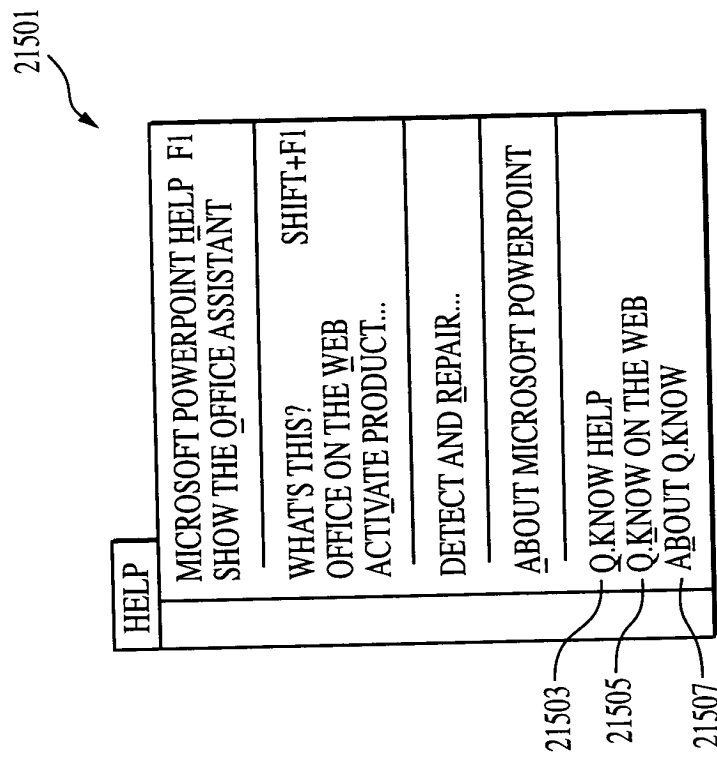


FIG. 215

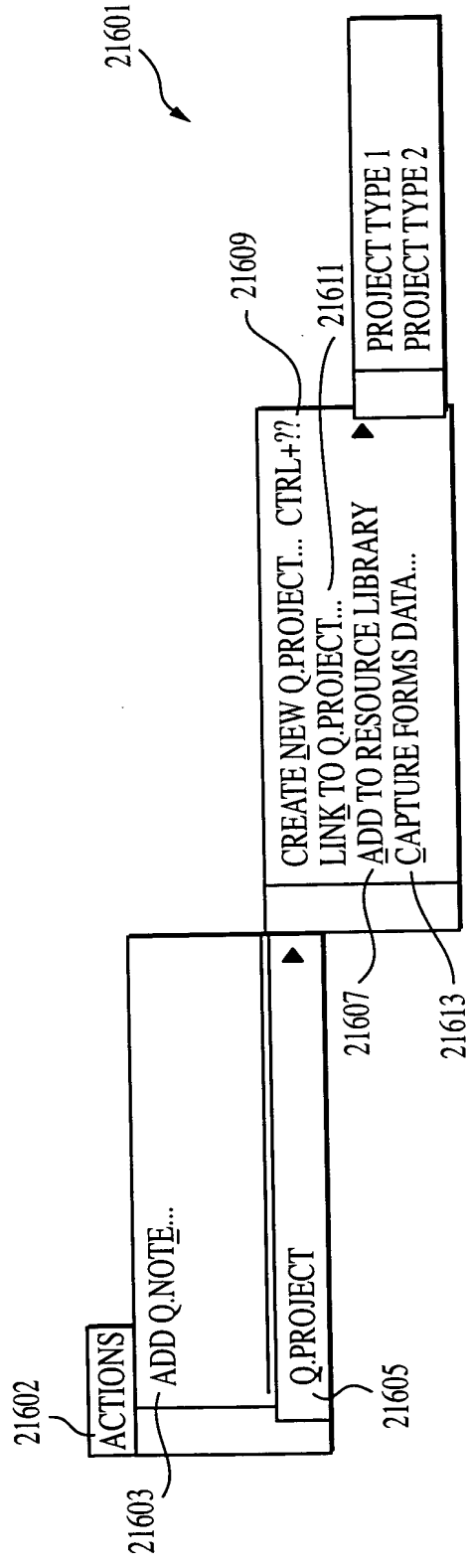


FIG. 216

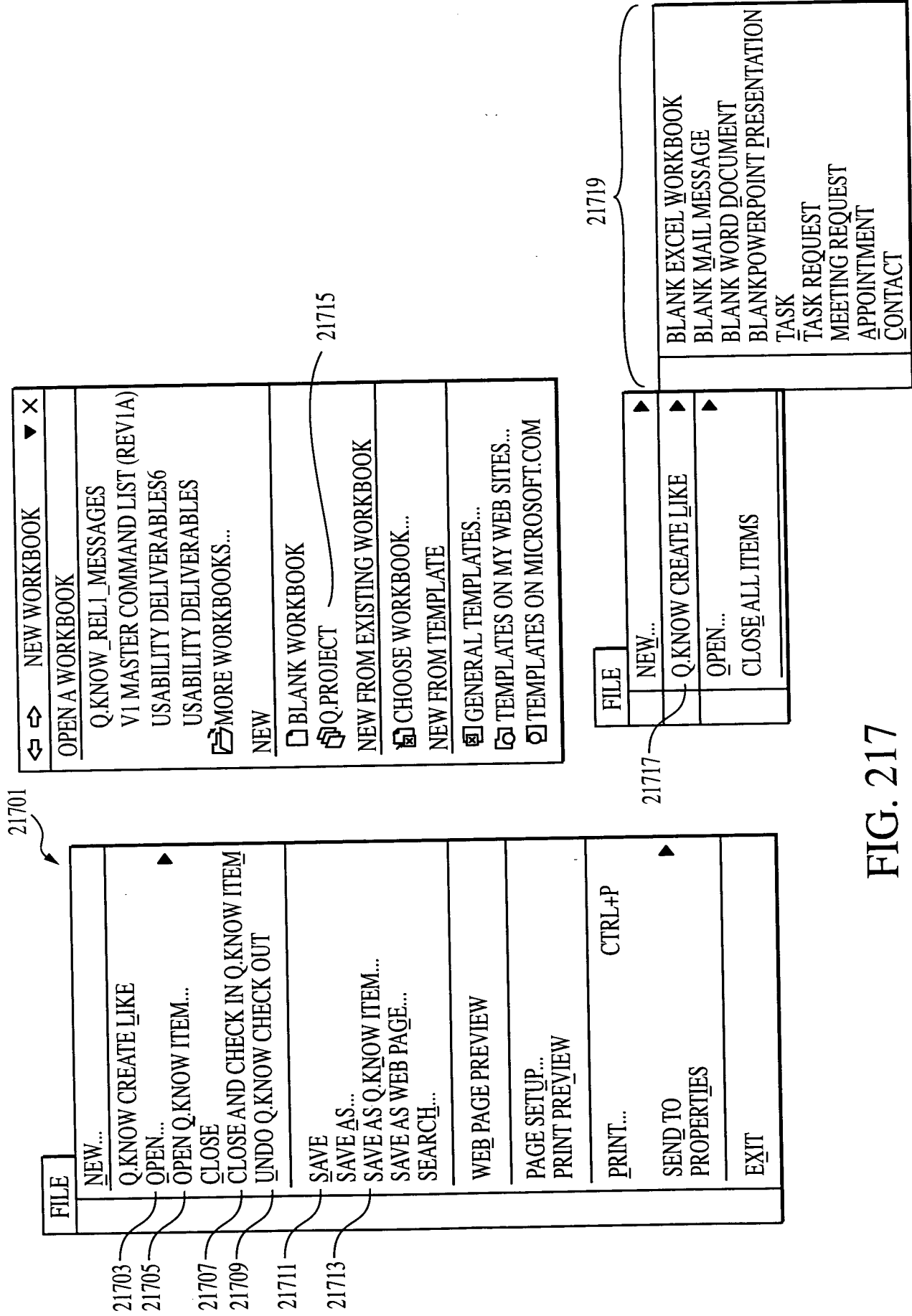


FIG. 217

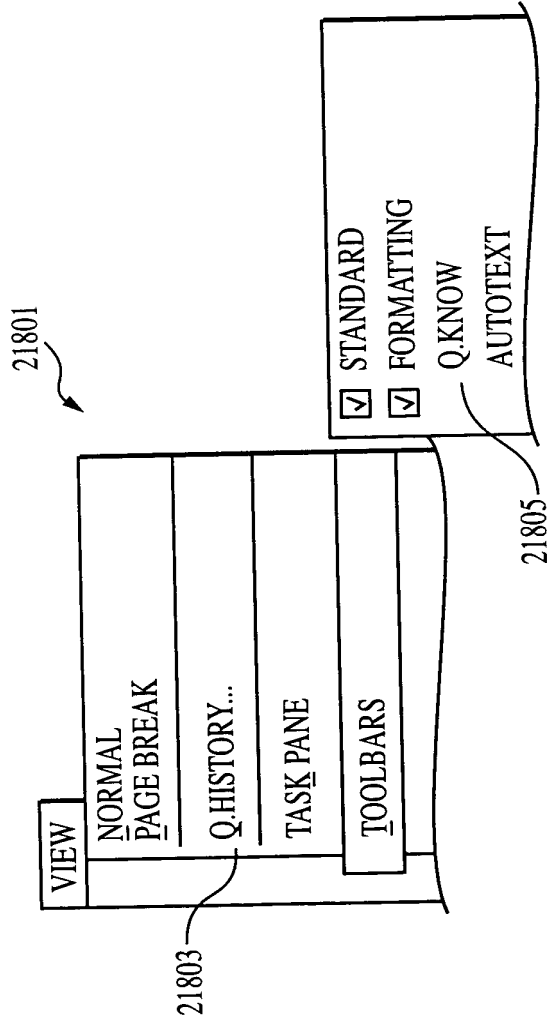


FIG. 218

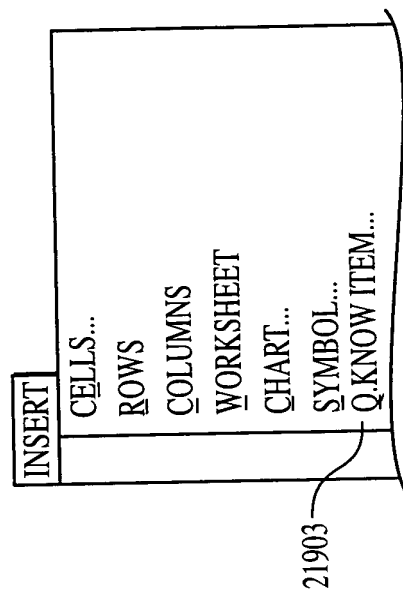


FIG. 219

TOOLS	
SPELLING... ERROR CHECKING... SPEECH...	F7
Q.FIND... ADVANCED Q.FIND... Q.FIND LIKE...	CTRL+?? CTRL+?? CTRL+??
SHARE WORKBOOK... TRACK CHANGES COMPARE AND MERGE WORKBOOKS... PROTECTION ONLINE COLLABORATION	▲ ▲ ▲ ▲
GOAL SEEK... SCENARIOS... FORMULA AUDITING	▲
TOOLS ON THE WEB... MACRO TEMPLATES AND ADD-INS... AUTOCORRECT OPTIONS... CUSTOMIZE... OPTIONS... Q.KNOW PREFERENCES...	▲ ▲ ▲ ▲ ▲ ▲

FIG. 220

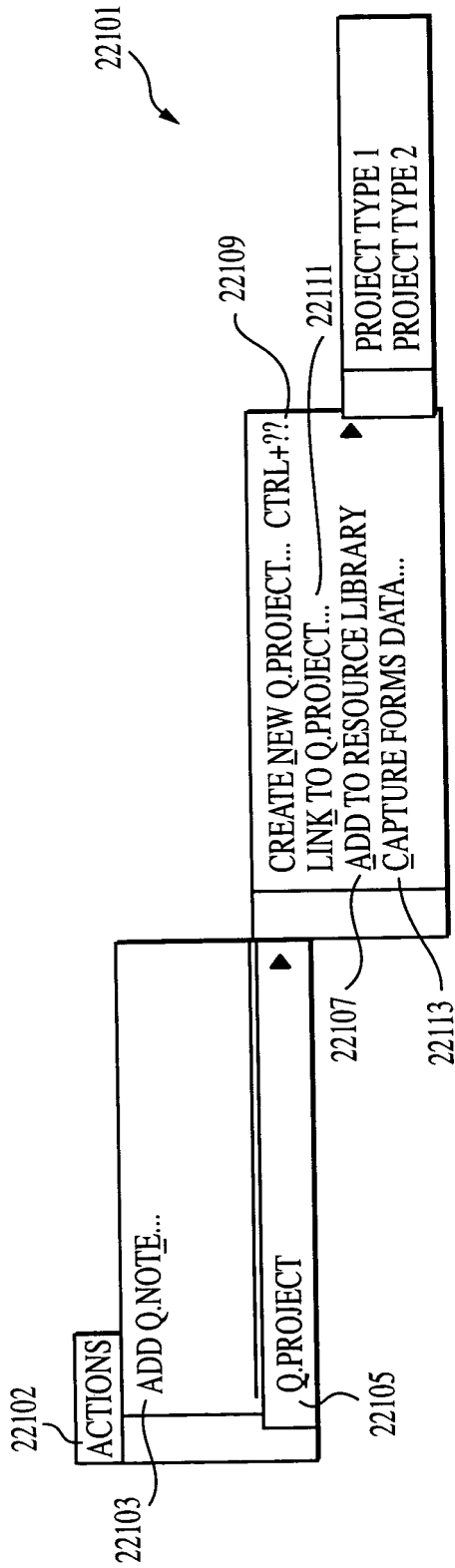


FIG. 221

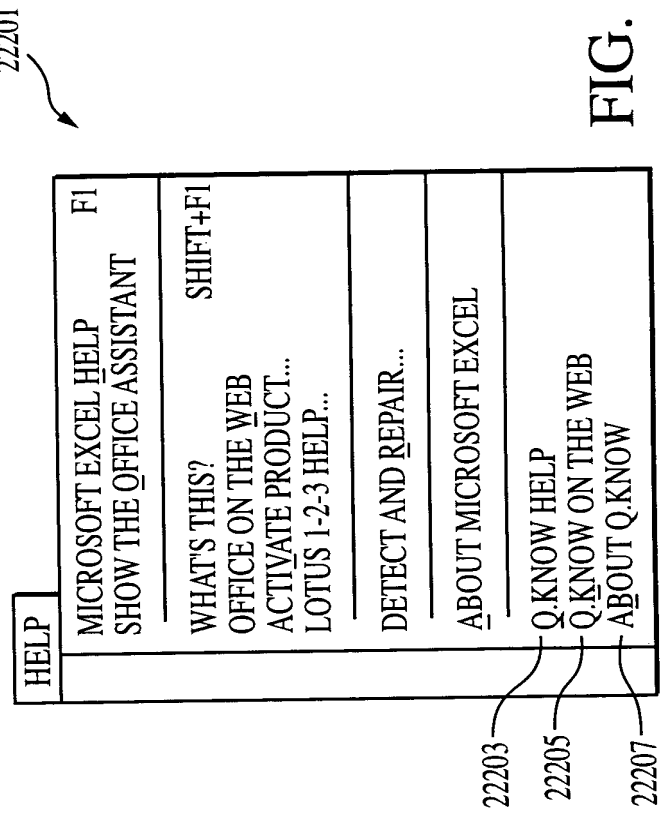


FIG. 222

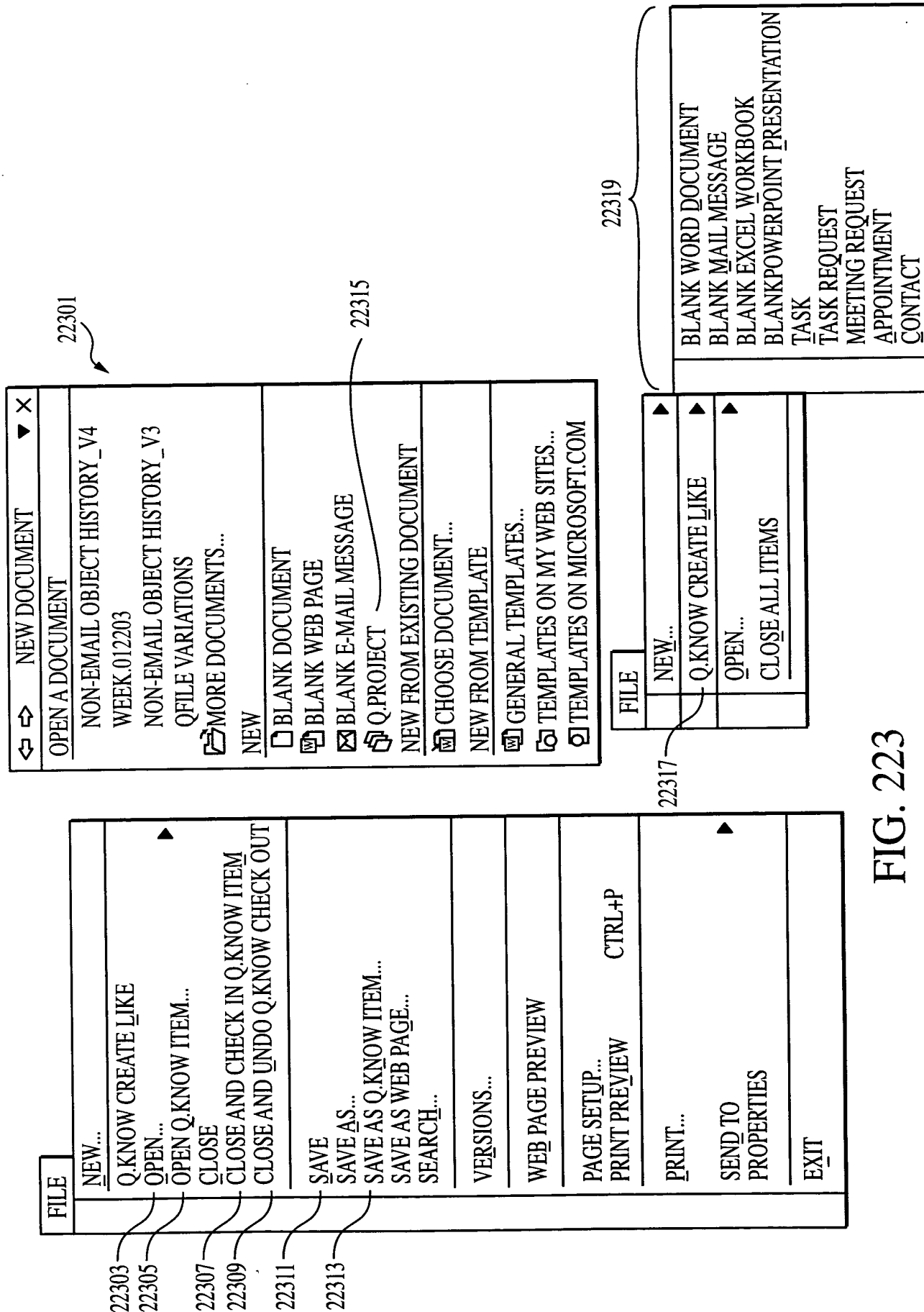


FIG. 223

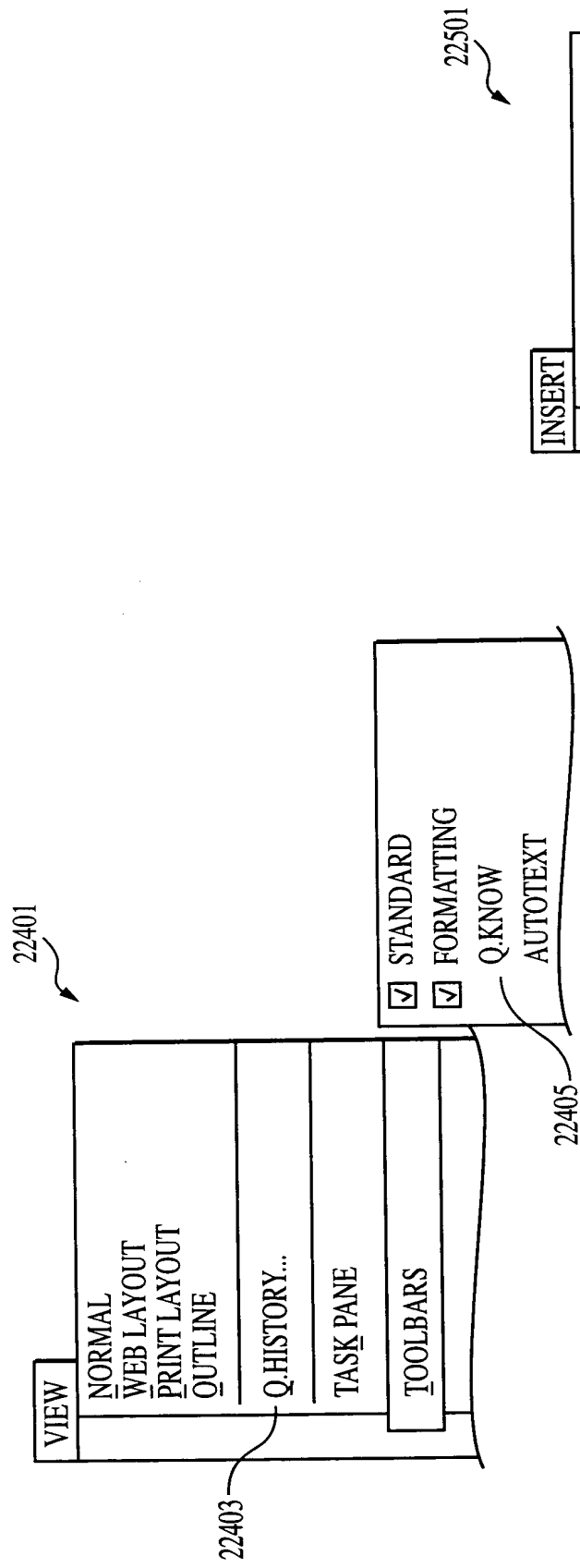


FIG. 224

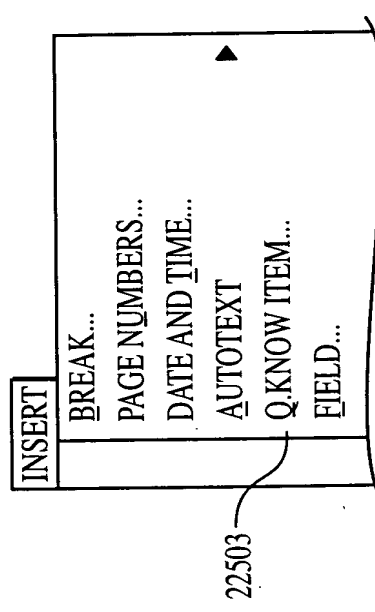


FIG. 225

TOOLS	
SPELLING AND GRAMMAR LANGUAGE WORD COUNT... AUTOSUMMARIZE... SPEECH...	CTRL+?? CTRL+?? CTRL+??
Q.FIND... ADVANCED Q.FIND... Q.FIND LIKE...	TRACK CHANGES CTRL+SHIFT+E COMPARE AND MERGE DOCUMENTS... PROTECT DOCUMENT... ONLINE COLLABORATION ▶
LETTERS AND MAILINGS	▶
TOOLS ON THE WEB... MACRO TEMPLATES AND ADD-INS... AUTOCORRECT OPTIONS... CUSTOMIZE... OPTIONS... Q.KNOW PREFERENCES...	▶

FIG. 226

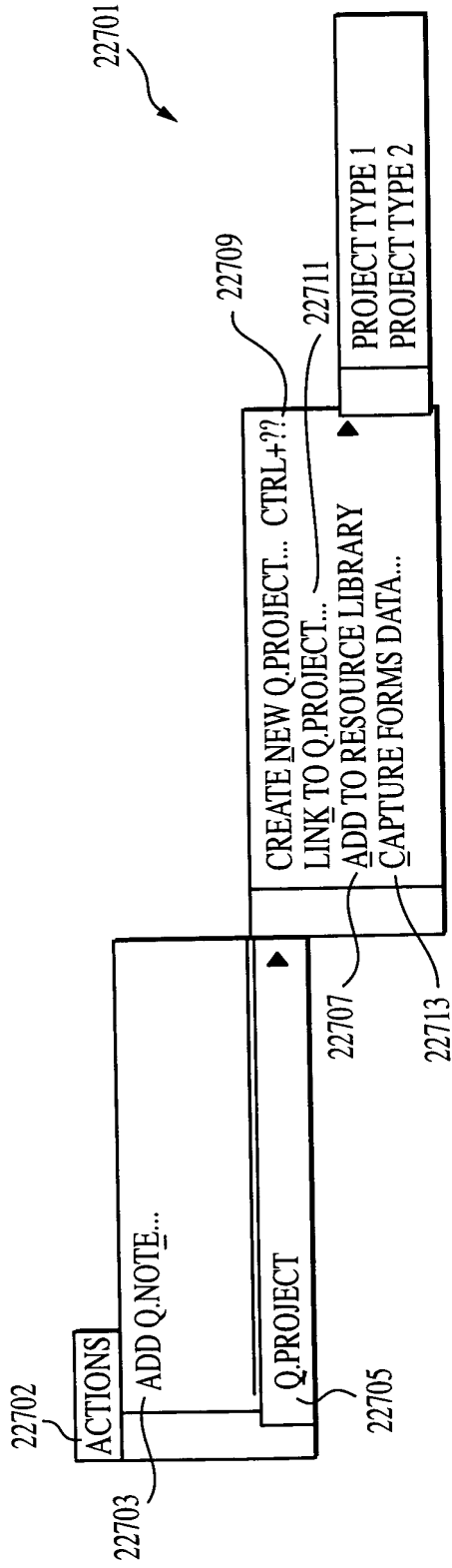


FIG. 227

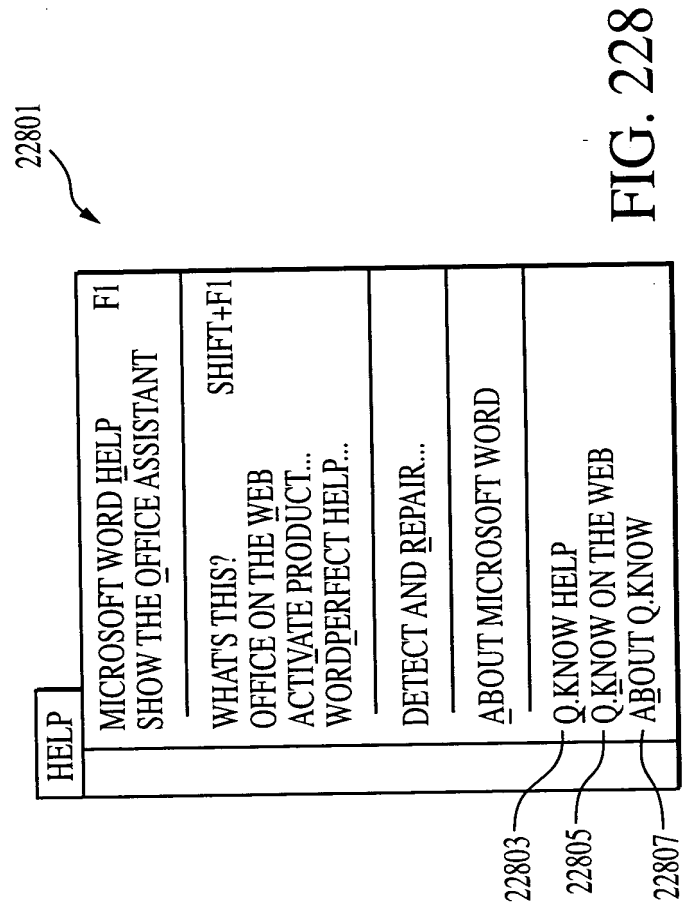


FIG. 228

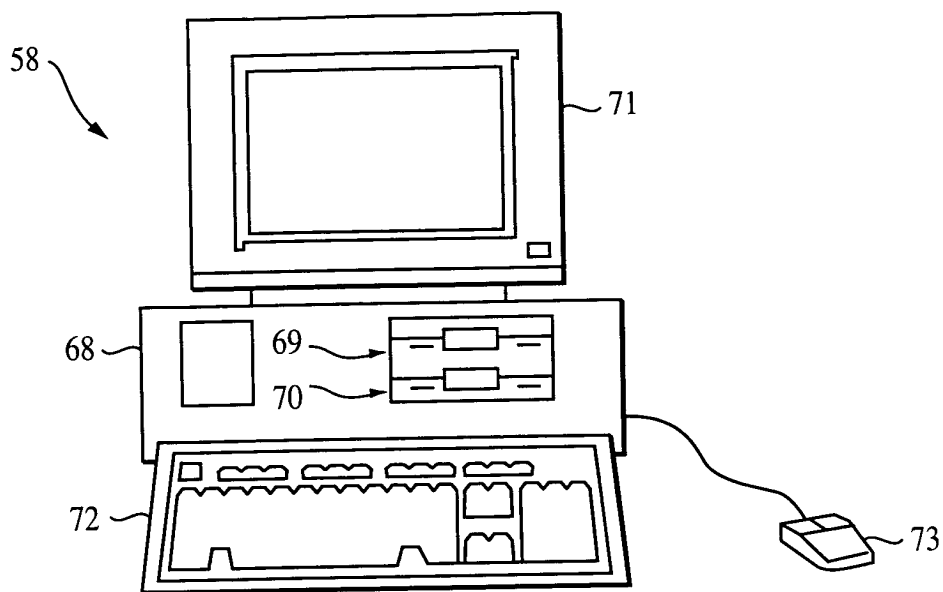


FIG. 229

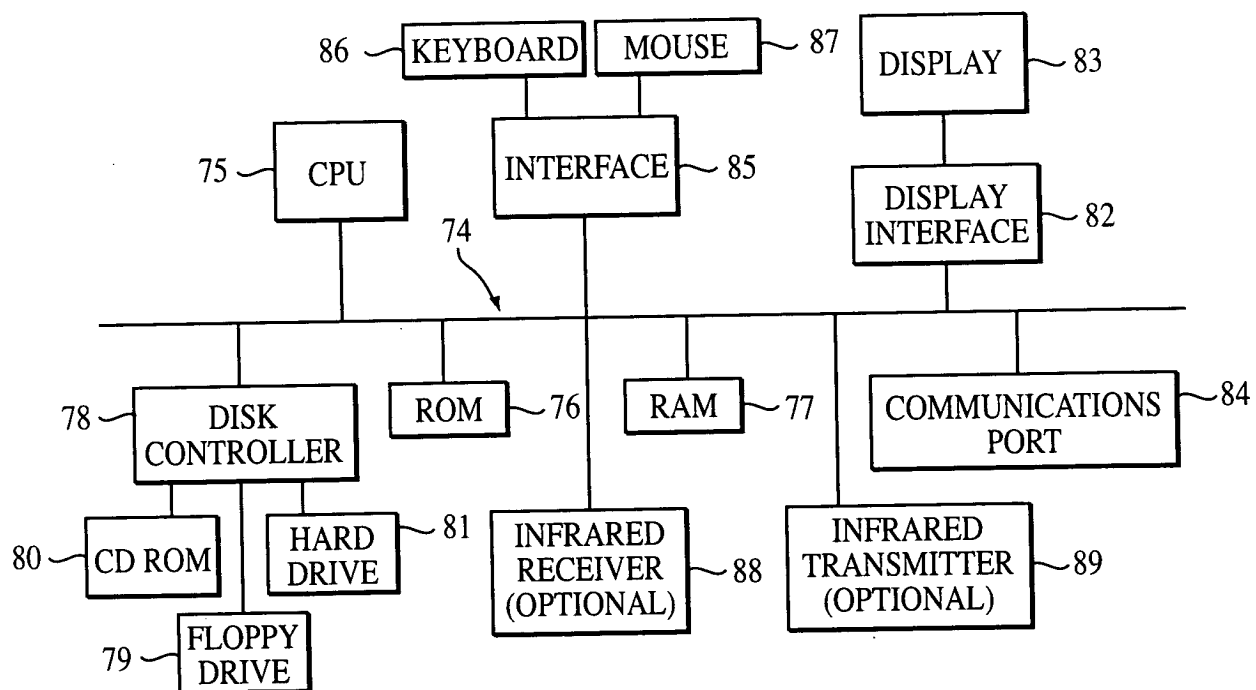


FIG. 230

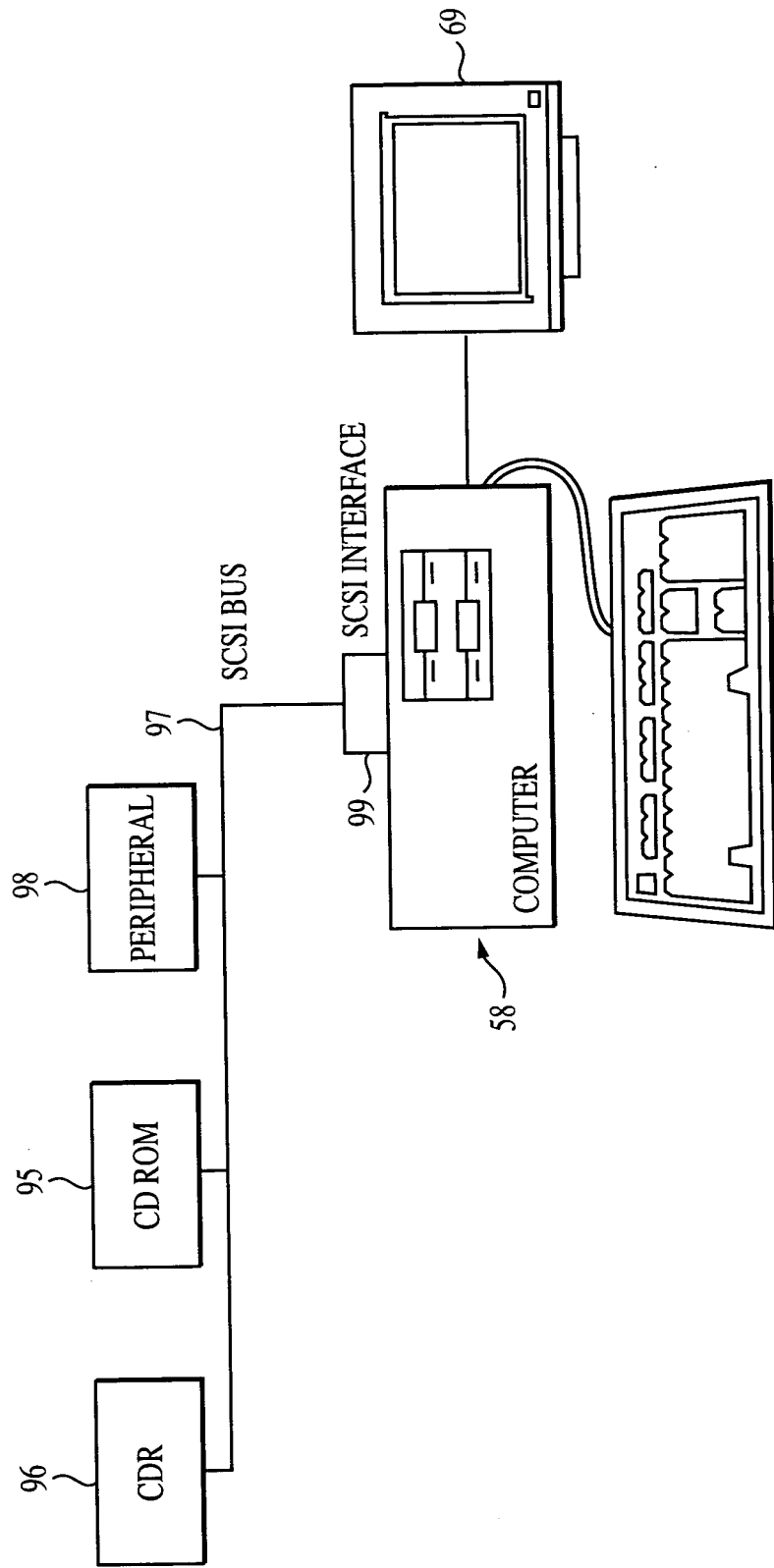
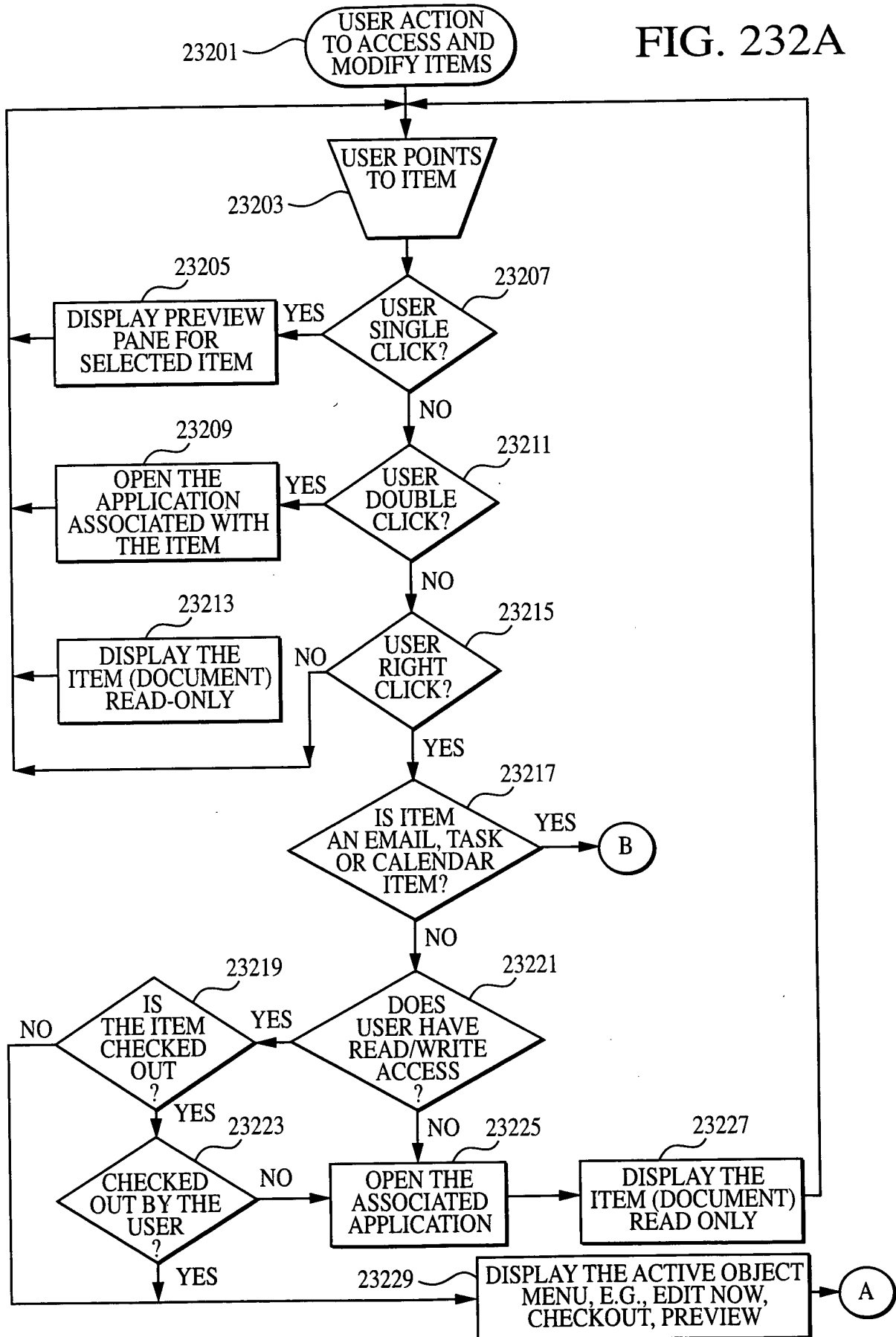


FIG. 231

FIG. 232A



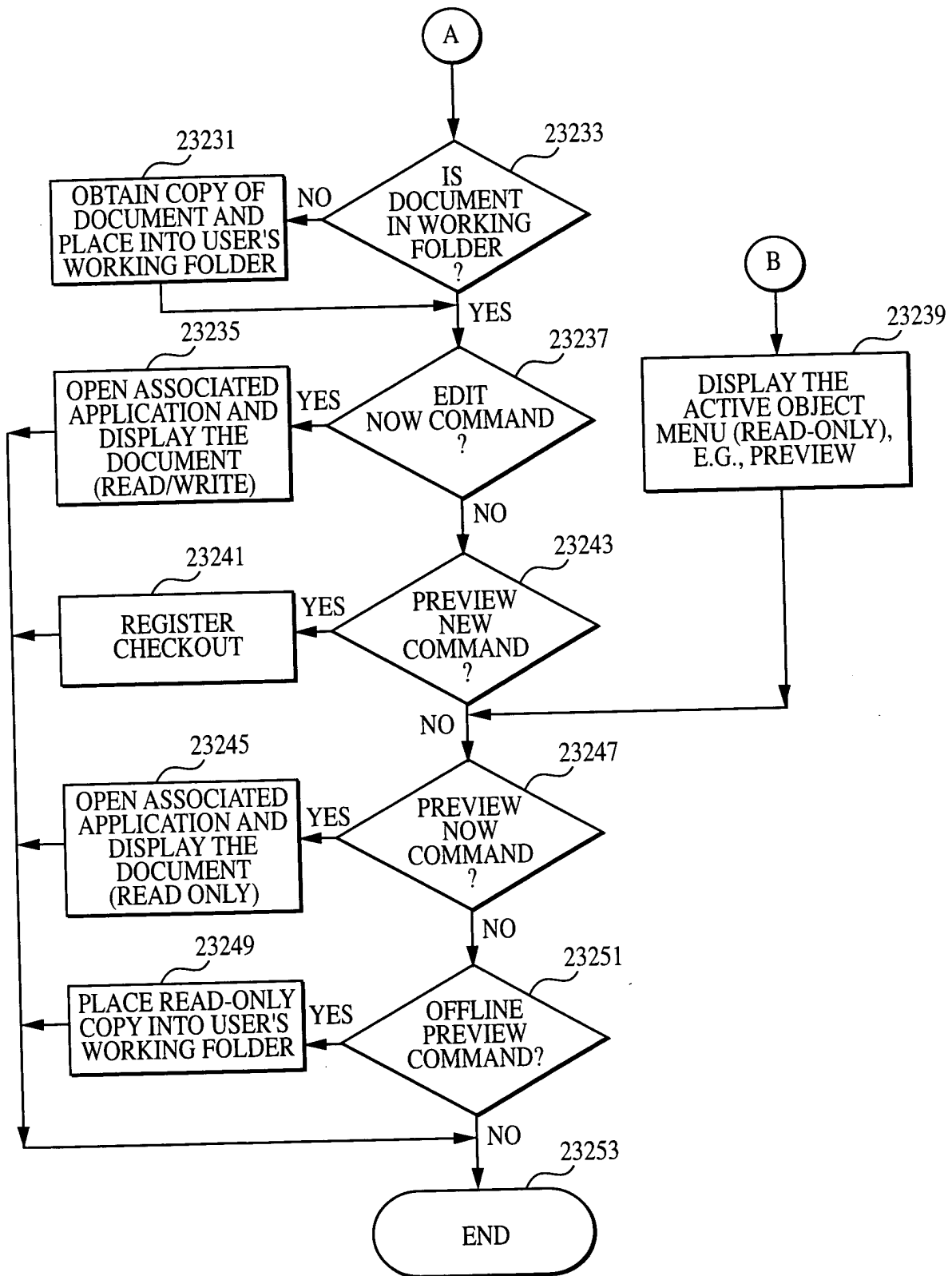


FIG. 232B

FIG. 233

FIG. 233